

# Choosing a Cloud Provider

Things to consider...





Are you used to calling one company when having problems with IT?

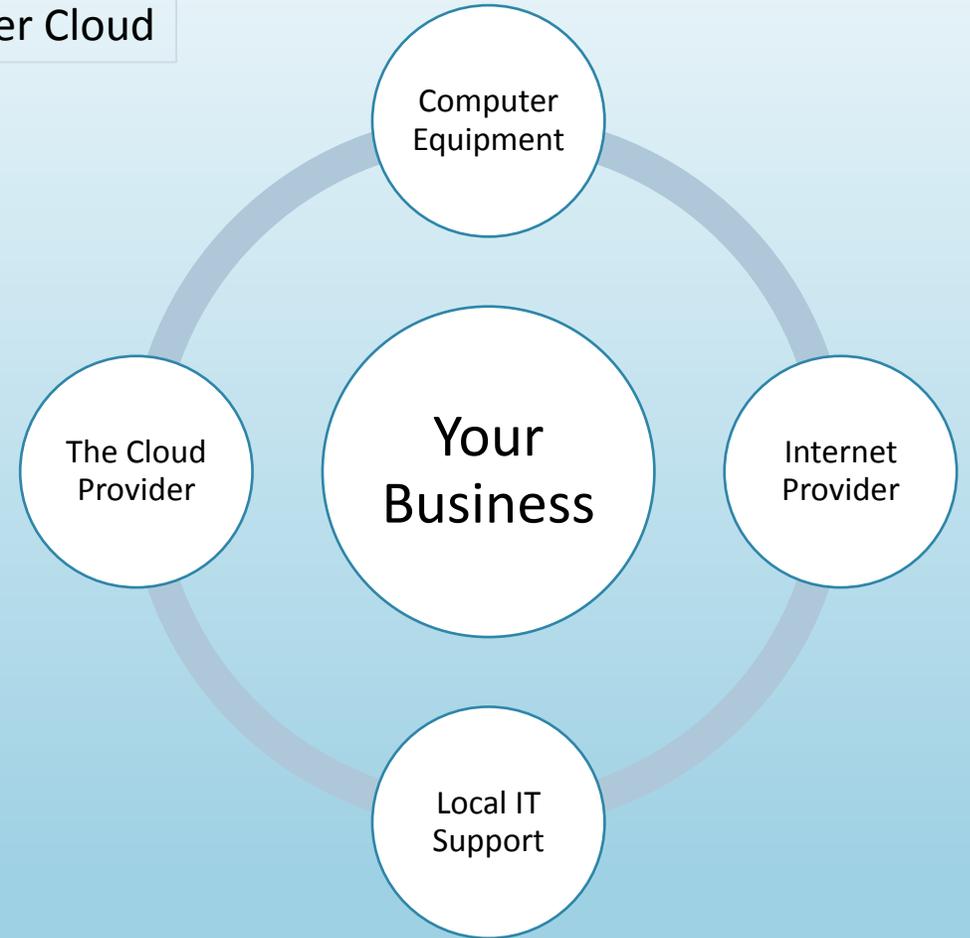
Make sure you involve them with any choice made so that you do not end up in the middle between an internet and cloud provider if there are problems.

“One throat to choke!”

Before Cloud



After Cloud



Players in the cloud

Low Speed

High Data



Cloud Backup

Low Speed

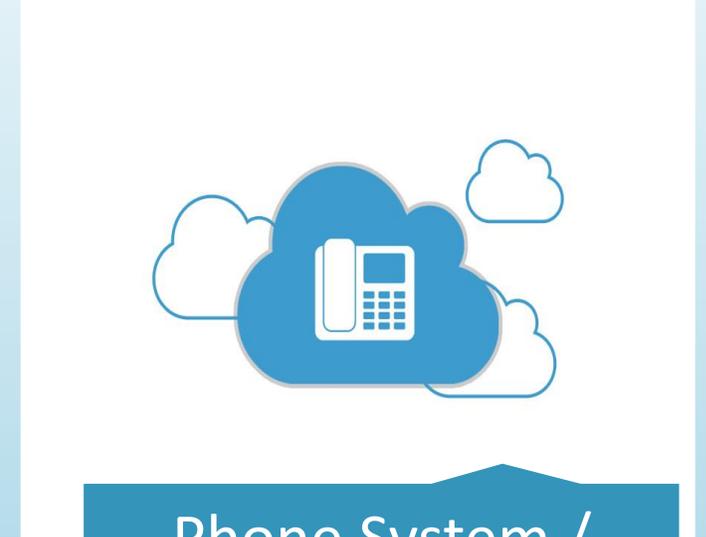
Low/High Data



Email / Scheduling

Low Speed

Low Data



Phone System /  
PABX

Types of cloud services have different requirements of your internet service.

High Speed

Low/High Data



Document Storage  
and Management

High Speed

Low Data



Accounting / ERP

High Speed

High Data



Video Conferencing  
(Watching TV)

Types of cloud services have different requirements of your internet service.

## Don't go to cloud because:

- a. Everybody else is doing it.
- b. Your (insert trusted advisor) told you to do it.
- c. The bloke over the back fence said that he's got it and it's great!
- d. The cloud is cool!

## Do go to cloud when you have:

- Realized a benefit it will bring
- Assessed the entry and on going costs.
- Properly analyzed your requirements and assessed which product will suit.
- Made a business case – Pros, Cons, Risks, Return

**When Choosing:**

**Make a Business Case that benefits YOU**

# Particularly with Accounting and Document Management

Do not assume that because you are using some XYZ product now that the same features are available in the cloud version of XYZ.

Often they are not!

Cloud “clones” of desktop products are often re-developed from scratch and have different functionality.

Important to analyse your requirements first.

**When Choosing:**  
Keep the features you need



Don't burn your bridges for when things go pear shaped:

- There may be some requirement or functionality that you assumed or were told would be present, but isn't.
- Your internet connection may not be up to scratch when you most need it. (Worked in demo/testing!)
- Do not assume that XYZ product's data in the cloud can be used back at the desktop – often it can't!



**When Choosing:**  
Make sure there is a way back.

## Who are you getting into bed with?

- The marketplace is still young and “shaking up”.
- There are currently many cloud suppliers losing hundreds of thousands of dollars per month to gain market share
- A lot of these suppliers are public companies – you can find their financial results on the internet
- What happens if they hit the wall? You may or may not lose your data or access to your cloud system.
- Nobody is “Too Big to Fail”



**When Choosing:**

**Do your “Due Diligence” by your Business**

- Where is my data stored?

How do you know how secure your data is if you don't know where it is stored?

- What redundancy measures are in place?

Can we still access our cloud if there were storms in Brissy last night?

- Does the privacy act apply to you?

Where does the buck stop if there is a breach?

Privacy and Security of your Data (out of your control)

- Australian Government agencies and all businesses and not-for-profit organisations with an annual turnover more than \$3 million have responsibilities under the [Privacy Act](#), subscribing to the Australian Privacy Principles (referred to as an APP entity).
- Australian Privacy Principles create a framework for the cross-border disclosure of personal information. The framework generally requires an APP entity to ensure that an overseas recipient will handle an individual's personal information in accordance with the APPs, and **makes the APP entity accountable** if the overseas recipient mishandles the information.

## Section 8 of the Privacy Law (APP 8)