

SugarCloud Benefits & Saving in Context

SugarCloud Benefit / Saving	What Does it Mean	Saving
No investment needed in Servers & Hardware	You don't have to buy expensive servers & peripheral hardware. You may have servers already but these have a short shelf life following and you would have to buy them again. Moving Sugar to cloud also frees up existing server capacity for other onsite applications.	Save \$\$\$ on hardware & infrastructure.
Infrastructure support resources no longer required	Resources such as your Staff continually have to keep your onsite infrastructure running, deal with issues and make sure that its performance is optimised. With SugarCloud, this is all done for you by the experts who understand the infrastructure as well the Sugar application. Staffing is expensive and their time is better invested in improving the business over keeping the lights on.	Save \$\$\$ on staff resourcing
Security & Data Compliance	Sugar Invests heavily to ensure its systems are secure and comply with the latest standards + law. It is our reputation and business on the line if we fail to do so. For example the regulations regarding GDPR are continually changing with a major change as recently as Sep 21. Sugar are making sure that we and our applications comply with all regulations in this respect allowing customers to ride on the back of our compliance. Similarly technical data security is equally important to make sure your systems are not compromised. SugarCloud is independently audited on an annual basis to achieve SOC II certification which focuses on people, process and technology. With the rise in Cyber attacks, business can't afford not to invest in security but using SugarCloud, we have made this investment so you don't have to.	Save \$\$\$ on building secure infrastructure & complying with regulations.
High Availability & Robust	Sugar is generally a business critical system which needs to be running all the time. Sugar partner with the biggest cloud infrastructure supplier in the world using AWS. Through this partnership we were able to achieve an uptime of 99.999% in 2020 which equates to 5 mins down time in an entire year. Sugar monitors our applications accross 1000's of different variables and we are able to fix issues before our customers even become aware. It costs real money if your systems are down or not running optimally. SugarCloud gives you the confidence that you will not experience down time in the same way you would your onsite systems.	Save \$\$\$ by avoiding downtime and performance issues

Universally Accessible	<p>SugarCloud is not limited by your own infrastructure such as connectivity and VPN's. It is available anywhere in the world simply with a device and password.</p> <p>Allowing your staff to work from anywhere at any time has the obvious benefits of increasing productivity and user adoption.</p>	Save \$\$\$ on connectivity and backing infrastructure.
Disaster Recovery & Failover Contingency Included	<p>With onsite systems, there is always the possibility that your server(s) fail or there is an accident which means all data is lost which can and does happen.</p> <p>SugarCloud is fully redundant which means that if one of our datacentres or servers fail, there is a secondary mirrored system there to take its place. In the event of a catastrophic failure your secondary system, which is up to date, would take its place and you would suffer no loss of service.</p> <p>The question worth asking is what the cost to your business would be if your system and its associated data was lost. Similarly what is the cost to your business to put disaster recovery and contingency in place?</p>	<p>Save \$\$\$ on potential losses if onsite infrastructure were to fail.</p> <p>Save \$\$\$ on implementing DR</p>
Stretches to meet consumption needs (Elastic)	<p>Onsite Infrastructure is limited by its own physical capacity. For instance, processing power, storage, connection bandwidth cannot go beyond a certain point before you have to invest in more of the same.</p> <p>SugarCloud is Elastic meaning that it will provide more computing resource as its needed. For growing organisations this takes away the concern that limits will be reached as demand increases.</p> <p>Implementing elastic computing on a one-off basis onsite would be too expensive to take seriously but it is available to our customers in the cloud.</p>	Save \$\$\$ on not having to buy and setup more infrastructure as demand grows.
Always up to date	<p>SugarCloud is always on the latest version of the software. Traditional on-premise systems need to be upgraded annually which comes at a cost of consulting services as well as your own staff time and expense .</p> <p>Every quarter, your system will be updated with the latest functionality, bug fixes and security patches automatically & without cost. Not only does this save you money but the latest software means you are getting all the latest features which make your business more productive and competitive.</p>	Save \$\$\$ on services for continually upgrading the platform onsite yourselves

Cloud Only Features & Functions	<p>There is a lot of functionality built into SugarCloud which is not available for our Onsite customers. The reason for this is simply because Cloud has made it possible to achieve through intense computing resource and technology available through our partnership with Amazon.</p> <p>Some of the highlights include:</p> <ul style="list-style-type: none">Artificial intelligence for making business predictions based on real machine learning.Omni Channel Customer Engagements (Web Chat, Telephony Integration etc)Roles based dashboards for sales & service agentsAutomatic Subscription business RenewalDrag & Drop Tiles based Interfaces <p>We develop these tools to add real value to our customers and give them a competitive edge. Being on the cloud ensures your getting the latest Sugar have to offer.</p>	<p>Save \$\$\$ by providing your users with the latest & greatest tools in the cloud to do their job efficiently.</p>
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