



Dynamics on Microsoft Azure – Frequently Asked Questions

Questions	Answers
What is Microsoft Azure?	Azure is Microsoft’s public cloud infrastructure service.
Who owns the data?	The Client owns the data and Microsoft owns the application.
Where is the data hosted?	Microsoft has two secure SSAE16 Compliant data centres located in Canada – one in Toronto, and one in Quebec City. The data is hosted on their enterprise-grade, hyper-scale public cloud.
How often is my data backed up?	Microsoft performs nightly back-ups for Dynamics 365 for Sales. Dynamics 365 Business Central back-ups include transactional data for up to 14-days, allowing a restore to any point in time.
How do updates to the system work? Are there any fees?	Upgrades are through Microsoft, at no additional charge. Upgrades are also coordinated with the Client, rather than pushed. Clients are only charged for Professional services if there is additional training or the Client wants to take advantage of new functionality in the latest release.
Is it a multi-tenant environment, or is our system on its own server?	Dynamics 365 Business Central is a multi-tenant environment, with no limit on data storage. Dynamics 365 for Sales customers’ have 5GB of storage.
How is the system accessed? Does anything need to be installed on my computer to enable access to the system?	No, reliable Internet access is all you need. Both Dynamics 365 Business Central and Dynamics for Sales are accessible via desktop or mobile browser, on both Windows and Mac operating systems. Azure utilizes single sign-on (SSO), a session and user authentication service that permits a user to use one set of log-in credentials to access multiple applications.
What security measures are implemented?	Microsoft Azure currently has more than 20 cloud computing-related security compliance certificates, including ISO 27001 and 27018. Security and privacy are embedded in the Azure platform, using the Security Development Lifecycle (SDL) from initial planning through solution launch to continual upgrades.
What about my local printers and drives? Will those be accessible from Dynamics 365 Business Central?	Yes, the system automatically maps your computer’s drives and printers, and Clients will be able to print on all printers available on their computer. The service is run through the Microsoft Dynamics 365 Business Central Web client.
Is there a minimum subscription contract length for Dynamics on Azure?	For Dynamics 365 for Sales and Office 365, Microsoft requires a one-year service and billing commitment. For Dynamics 365 Business Central Managed Services, through WebSan Solutions, usage of the system is billed on a month-to-month basis, with a standard 30-day termination clause.
How do I add or remove users from my subscription?	Your organization’s appointed administrator is able to add and remove user licenses via a submission to WebSan’s support team – support@websan.com .
What options are available for support?	Microsoft offers unlimited technical and billing support to all Dynamics 365 subscribers. All technical support questions should be directed to Microsoft. As an authorized Microsoft Partner, WebSan also offers a variety of support plans for consultation & customizations.
What is Microsoft's service level SLA for uptime?	Contractually, Microsoft has a financially-backed 99.9% uptime guarantee for both Dynamics 365 Business Central and Dynamics 365 for Sales. Azure’s redundant network provides full failover capability and helps ensure 99.9% network availability.
How long has WebSan been in business?	WebSan has been incorporated since 2000 and has 30 employees in Toronto at WebSan. We are one of the largest Cloud Hosting providers of Dynamics GP and Dynamics 365 for Sales in Canada and have Clients all over North America in all time zones. We are a hosting provider of Dynamics GP and Dynamics 365 for Sales, in addition to being a full-service, Silver-Certified Microsoft Dynamics Partner. We are also a Tier 1 Cloud Service Provider for Dynamics 365 for Sales, Dynamics 365 Business Central, and Office 365.