

# LuxCloud Pre-Sales FAQ Dynamics CRM + Hosted 365

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**The Trusted Channel Centric Marketplace**

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## 1 Questions and Answers on Hosted Dynamics CRM + Hosted 365

### 1.1 Is 5 GB of CRM data storage enough for our organization?

Yes, that is sufficient for the data without attached files. Depending on the number of emails (with attachments) that will be tracked in CRM, incremental storage may be needed over time (between 2 to 5 years, depending on the amount of data stored).

### 1.2 What is the cost for additional storage capacity per GB?

€ 1,95 per GB per month. If bulk storage is needed we can assess this case by case and have a discount on the stated pricing.

### 1.3 Why is there a difference in storage pricing?

LuxCloud uses different types of storage. A service will use the best fit in storage type. Storage types have investment levels which translate into price differentiation.

### 1.4 Will LuxCloud offer price differentiation for different users in CRM?

This can be assessed case by case depending on the amount of users. CRM offers the following types of licenses: Full, Limited, Employee Self Service.

Currently LuxCloud only offers the Full CRM license model. Introduction of differentiation planned at least for end of Q2 or based on an opportunity in the market.

### 1.5 Can the end-user do a back-up of the CRM data on-premise?

No. LuxCloud is responsible for backup and restore of the services it is offering. Customer data backup is the responsibility of the Sales Partner and/or the end customer.

### 1.6 What is the privacy policy of LuxCloud on end-user data?

The T&C of the H365 and CRM services state: "Privacy User hereby grants to LuxCloud a non-exclusive, royalty-free, worldwide right and license during the Initial Term and any Term thereafter to do the following to the extent necessary in the performance of Services, except that with respect to personal information included in the User Content, such license shall be limited to allowing LuxCloud to use Personal Information in accordance with its Privacy Policy:

Digitize, convert, install, upload, select, order, arrange, compile, combine, synchronize, use, reproduce, store, process, retrieve, transmit, distribute, publish, publicly display, publicly perform and hyperlink the User Content;

Except for the rights expressly granted above, LuxCloud is not acquiring any right, title or interest in or to the User Content, all of which shall remain solely with User.

**1.7 Regarding to maintenance, what is a reasonable prior delay, or a reasonable suspension period?**

***Fixed Maintenance Window***

A weekly fixed maintenance window allows LuxCloud to make periodic needed updates and interventions on the running system without any prior notice to the resellers. In the case that the maintenance will lead to changes that will affect the resellers or end-users platform or products, visualization and behaviour, LuxCloud will send prior communication to his resellers.

During the fixed maintenance period all possible maintenance actions will be performed. Communication will be sent, in the unlikely event that unforeseen complications are being faced and the planned maintenance action cannot be completed within the fixed maintenance window.

***LuxCloud's fix maintenance window is from Monday at 09:00 pm to Tuesday 03:00 am CET.***

Planned In case the required maintenance cannot take place during the fixed maintenance window; the maintenance will be planned during non-peak hours, depending on the impact on the services.

***Time frame***

Resellers will be informed two days in advance so they can take the necessary actions and inform their customers. In case the impact of the planned maintenance is foreseen to cause significant service impact. Resellers are informed at least 5 working days in advance.

**1.8 How does the up- and downgrade process on the Hosted platform work?**

All upgrades are tested for compatibility issues; as for normal (standard) systems like Lync, exchange, IIS, active Directory or SQL (expect service packs). There is no communications to resellers unless upgrades cause changes in functionality. In case of the CRM 2011 the system is considered as non-standard, so all updates will be tested first with the customer in a LAB environment before implementation on the production environment. Test accounts will be provided to those customers to test the solutions and scenarios.

**1.9 What is meant by LAB environment and who is the owner?**

The LAB environment is LuxCloud's test environment. It is located in our datacenter and as the owner of the LAB, LuxCloud can grant access to the environment to its Sales Partners when requested.

**1.10 What are the possibilities and costs involved for an automated weekly backup of the SharePoint data?**

There is no standard solution available. LuxCloud can offer Professional Services. We need specifications and description for a quote.

**1.11 What are the possibilities and costs involved for an automated weekly backup of the Exchange data?**

There is no standard solution available at the moment. LuxCloud can offer Professional Services. We need specifications and description for a quote.

**1.12 If we want to use ADsync, what is the minimum time of delay to synch?**

The minimal delay is 5 minutes.

**1.13 Does LuxCloud install List Component on SharePoint for CRM integration purposes?**

All is in place on the shared SharePoint platform to support this. The feature needs to be enabled by the SharePoint administrator by downloading and installing the list component web part.

**1.14 Does the Hosted CRM solution support e-mail routing?**

This is a manual process for now and LuxCloud has it on the roadmap for the second part of 2013.

**1.15 What kind of CRM back-ups is being made and how can I do a back-up of the CRM data?**

The LuxCloud platform works predominantly with three types of data: the program data necessary to run the basic application itself, the system data with the LuxCloud specific configurations of the application and the user data with the user account information.

LuxCloud has installed and runs a copy of the basic application on separate servers. A backup and snapshots of the system data for disaster/recovery purposes are generated at least once a day. All other information is protected by snapshot only. This enables LuxCloud, in the case of a disaster, to recover the platform from the last backup point, without causing significant downtime to customer services.

The Sales Partners, being the single point of contact for LuxCloud and the end-user, should request a restoration of the customer data on behalf of the end-user through a trouble ticket.

**1.16 Is it possible to extend the official LuxCloud support hours to hours that fit the needs of the end-user?**

LuxCloud support hours are for second line and third line technical support. The Sales Partner will offer the end-user and technical support. It is up to the Sales Partner to decide if they require extra technical support hours from LuxCloud to cover the end user support needs. If this is the case, LuxCloud can offer Professional Services to extend the office hours for support reasons. To extend our support window with one hour, LuxCloud will charge EUR 90,- (excl. VAT) per hour.

**1.17 Does the weekly system maintenance routine interfere with the use of the Hosted CRM?**

The maintenance routine should not interfere with the use of the CRM and there will only be maintenance activities once a month (the third Tuesday of the month).

**1.18 The SLA is quite light. Do you offer other SLA's?**

We have a standard SLA with no additional fees. LuxCloud however offers enhanced SLA on the applications made available for resale. The enhanced SLA on the applications will have to be negotiated case by case and may cover the following topics:

- Rapid response service
- Guaranteed Response times on requests/tickets
- Guaranteed Uptimes on the application
- Data Centre Uptimes
- System Monitoring & Network security

**1.19 Who is responsible for doing first line support?**

First line support for the end customer is always the Sales Partner of LuxCloud. LuxCloud will act as second and third line support. Interaction and communication is between LuxCloud and Sales Partner only.

**1.20 How do I use the Ticket System of LuxCloud?**

Open ticket procedure: <http://www.luxcloud.com/contact-luxcloud/support>: open a ticket via the Trouble Ticket System (TTS) built into the LuxCloud platform.

**1.21 Does LuxCloud support their services on public Luxembourgish holidays if systems are not working?**

There is a procedure in place to make sure that after business hours and during public Holidays, LuxCloud has people available on call for technical support in case of incidents. These people are notified by a 24/7 monitoring system in case there are any technical issues detected in LuxCloud's provisioning platform or in one of the applications. There is an incident management protocol that includes the communication to LuxCloud's Sales Partners. Sales Partners are responsible for the communication to their end-users.