
CurrentWare Cloud Webinar Questions & Answers

We are sharing the questions raised during the CurrentWare Cloud session. If you have additional questions, or your situation is not covered here, please contact our Customer Success team for more information.

On-Premises & Support Roadmap

01 What about on-premises configurations?

On-premises deployments remain fully supported. Cloud is offered as an option, not a forced replacement, and your existing on-premises configuration keeps running exactly as it does today, unless you decide to move.

02 How long will the on-premises solution stay supported, and is there a roadmap for that support?

There is no end-of-support date for our on-premises product. New capabilities such as OCR, HRIS integration, and AI Insights are being delivered to Cloud first, so there may be a feature delay between the two options. However, if you have questions about specific features, your Customer Success Manager can share where the roadmap stands.

03 Are all customers being transitioned to the cloud in the next two to three years?

There is no forced migration timeline. Customers can make the move when it suits their environment, their internal approvals, and their preferred date.

Migrating from On-Premises to Cloud

04 What does the move look like for an existing on-premises customer?

Your Cloud console is provisioned for you, your policies and configurations are rebuilt in it, and your clients are pointed at the new Cloud server. Your old virtual/on-premises server is decommissioned, and you keep historical data on it, in case you need it in the future. Moving forward, all new data is stored on your cloud server.

05 Can our existing setup be moved into the cloud, and who do we contact to start?

Yes. Email success@currentware.com or call 1-888-912-9619, and the team will scope your environment, review your timeline, and schedule your upgrade with you.

Migrating from On-Premises to Cloud *continued

06 To confirm, is current on-premises reporting data migrated to the cloud?

Historical activity stays in your on-premises database, and your Cloud tenant begins collecting data from the day your clients connect. If you need continued access to historical reporting, we will arrange for bridge licenses that allow you to access to your on-premises console data while your Cloud history builds up.

07 Do we need to be on site for the upgrade if a local PC was acting as the on-premises server?

No. The Cloud console is reached over the internet and clients connect to it directly, so neither you nor the machine that hosted the on-premises server needs to be in the office for the upgrade.

Clients & Deployment

08 If our computers are roaming across multiple locations, does each client have to be redirected to the cloud?

Clients are pointed at your Cloud tenant once, and from then on they check in over the internet from wherever they are. Machines that travel or sit outside the corporate network keep reporting without the need for a VPN connection back to a head office.

09 Does the cloud client install require removing the existing client first?

Yes, the existing on-prem clients need to be uninstalled in order to install the cloud clients.

10 Is the client location feature still available, and how accurate is it?

Location reporting is available in Cloud. It is derived from the network address a client reports from, so it is accurate at the network or general area level rather than as a precise physical address.

Data Retention

11 What retention options are available for data in the cloud?

Retention is set for your tenant, with standard periods of 3, 6, 9 months, 1 year, and 2 years. If your policy or regulator requires something different, tell your Customer Success Manager the period you need and it can be reviewed as part of your migration scope.

12 We hold data for 12 months but need a few extra weeks to produce annual reports. How is that handled in the cloud?

Set retention longer than your reporting cycle so a full year of data is still in place when the annual report is produced. A two year period covers this comfortably, but custom plans are available. Scheduled reports and exports can also be used to capture the full period before the oldest data ages out.

Planning Your Move

Go from planning a move to a fully upgraded cloud environment in three steps.

1

Complete the Readiness Checklist

Figure out your user counts, required retention period, and any internal approvals we should plan around. It takes a few minutes and gives us everything needed to plan the upgrade to your preferred timeline.

2

Meet with you Customer Success Manager

Your Customer Success Manager will confirm the approach for your environment, including policies, roaming clients, and reporting preferences and get you signed up for a free trial.

3

Start a Trial or Upgrade Right Away

Choose whether you want to run a trial to test out the cloud on your own data, or upgrade right away if you know that you are ready. Our award-winning support team will be with you every step of the way.

Book a Meeting

Start a Free Trial

Have a question that was not covered here?

 **1-888-912-9619**

 **success@currentware.com**