

CLOUD

- 1** **Q.** Where are your data centers located?
A. iGrafx uses Microsoft Azure data centers ensuring your data is stored within your local region.
- 2** **Q.** If I have desktop clients, can they connect to a hosted platform?
A. Yes – iGrafx desktop clients of the same release can connect to a hosted platform.
- 3** **Q.** If my platform is hosted, do I have to pay for new releases?
A. As long as you are hosted by iGrafx, you will always be automatically updated and on the latest release of our product suite.
- 4** **Q.** Is iGrafx SOC-2 compliant and is my data secure?
A. Yes – iGrafx believes your hosted data is a valuable part of your business and must be protected. See our [press release](#) announcing our compliance.
- 5** **Q.** Can iGrafx SaaS run in a private Cloud?
A. The iGrafx Dedicated Cloud allows for a private Cloud scenario which can be tailored to the customers needs and can be isolated from all other customers if needed or can use the share infrastructures in parts to reduce cost.
- 6** **Q.** Can you comply with GDPR requirements?
A. All Azure Datacenters are GDPR compliant and auditable. Even Datacenter outside of the EU are GDPR compliant. We can confirm that the data can be confined to Germany meeting all GDPR requirements and in compliance with German laws.

Unless specified differently iGrafx ALWAYS confines the Data and any Datacenter used for the customer deployment to the region the customer selected in the Cloud Provisioning Checklist. This practice is in compliance with the European GDPR regulations.
- 7** **Q.** Can you use Datacenter under German law/jurisdiction?
A. If the isolation of the data to a single country is important for we can accommodate this request. Please inform us in advance so that we can make the right be able to make configuration decisions.



MIGRATION

- 8** Q. What types of diagrams can I migrate?
A. Currently you can migrate iGrafx Process and BPMN diagrams created in the desktop applications, FlowCharter, Process and Process for Six Sigma.
- 9** Q. If I have identified relationships between platform objects in my diagram, will they be maintained?
A. Yes. Relationship information will be retained.
- 10** Q. Will the version history of my document be maintained?
A. Yes – we realize the importance of this for process and compliance audit. The new web diagram will contain a link to the original iGrafx file and its history.
- 11** Q. Will specific shapes and formatting defined in my desktop models be retained?
A. Yes – any original formatting for color, shading, shadows, font, or custom shapes will be retained.
- 12** Q. Do I have to migrate my diagrams one at a time or can I do a mass import?
A. Either is an option. While you can decide on an individual file basis which diagrams you wish to migrate, iGrafx Customer Success can also assist with mass migration efforts.
- 13** Q. How do I get more licenses added to the platform?
A. That's simple. Contact your Account Manager and those licenses will be ready within a few hours.

More questions? Don't hesitate to contact us!

The best way to ensure your question is routed and prioritized is to open a ticket via our on-line [ticketing system](#).

Looking for a Jump Start with iGrafx?

Leverage our expertise for a higher ROI. Our training and consulting services can help you apply the power of iGrafx even faster. For more information, please visit iGrafx.com/services.

iGrafx works with the Global 2000 with a focus on large, complex challenges, high degree of regulatory requirements, and the need for continuous business improvement.

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