

MIGRATION

1 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.

2 Q. If I have identified relationships between platform objects in my diagram, will they be maintained?

A. Yes. Relationship information will be retained.

3 Q. Do I have to migrate all my diagrams at one time?

A. No – in fact we recommend a phased approach. Our Customer Success team will be happy to discuss.

4 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.

5 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.

6 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.

7 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.



CLOUD

8 Q. Where are your data centers located?

A. iGrafx uses Microsoft Azure data centers ensuring your data is stored within your local region.

9 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.

10 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.

11 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.

WEB DIAGRAMMING

12 Q. What version of iGrafx Platform offers web diagramming?

A. iGrafx web diagramming is available with V17 of the iGrafx Platform.

13 Q. Can I create my own custom palette of shapes in the web modeler?

A. Yes.

14 Q. Can I copy and paste graphical images for use as shapes?

A. Yes.

15 Q. Is shape numbering available?

A. Yes. You can define shape numbers for both parent and child shapes to provide hierarchical numbering

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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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