Q&A: Practical Systems Online Data Warehouse

Why has Practical Systems introduced a data warehousing facility for Cashbook and Stockbook users?

Practical Systems has endeavoured to help clients recover from data loss for years, often with limited success. It can happen in many different ways, for example computer malfunction, theft, water damage or fire. However, no matter how careful you are, there is always potential for your important data to be lost. The most painful thing Practical Systems has to do is advise clients there is nothing that can be done to retrieve their data.

Quite often problems with data storage are only discovered when the data is needed and cannot be retrieved.

Practical Systems has introduced a secure, Online Data Warehouse in order to provide our clients with an off-site storage option for their data backups.

How does the system work?

To use the Data Warehouse you must have internet access. When backing up your data within your Cashbook or Stockbook program there is simply an option to tick a box to backup directly to the Practical Systems' Data Warehouse.

When restoring data from the Data Warehouse into Cashbook or Stockbook the process is just as simple.

How much will it cost me?

The Data Warehouse is FREE for the first three months. If you wish to continue using the Data Warehouse after this time the service will cost $82.50 (GST inclusive) per year. If you would like to use the Data Warehouse for both Cashbook and Stockbook programs, there is a reduced rate at $120 (GST inclusive) per year.

Annual Subscription clients have the Data Warehouse included in their package. Clients who purchase their program out-right, have 12 months of Data Warehouse included in their package with the option to continue after that time.

Who will have access to my data?

To ensure your privacy is protected, only you will have access to the data via a password protected login.

In the case where you would like your data to be accessed by another person (for example, the Practical Systems support team or your accountant), you would be required to give them your Client ID and password in order for your data to be viewed.

Is the Data Warehouse a substitute for my normal backup process?

No, it is expected that the Online Data Warehouse would be used in addition to your current backup processes, not as a replacement.

How do I know the Data Warehouse is secure?

The Data Warehouse server is controlled by Practical Systems and there is no third party access to it or the data stored on it. The sending of data between yourself and the Data Warehouse is done using an encrypted connection, thereby preventing third party access to your data while it is in transit.

Backups of the Data Warehouse are performed regularly and kept off site from the Practical Systems office for extra protection.

You will also have the opportunity of having your data files stored behind a second, encrypted password, thereby creating a second layer of security. You will be the only person with access to that password and it cannot be retrieved by Practical Systems or anyone else.

For information on how to back up and restore using the Data Warehouse, visit our website www.practicalsystems.com.au > Client Support > Practical Tips.

Note: When logging into our website, your password is your first name. However, the first time you login to the Data Warehouse, your password is your Client ID.