

# Amazon Web Services (AWS) Migration FAQs

At Visual Lease, we are committed to providing dependable, easy-to-use and flexible lease accounting and administration software. We value the stability and security of our customers' data. To provide increased platform security, scalability and reliability, Visual Lease will be migrating our cloud hosting provider to Amazon Web Services (AWS).

<u>Question</u>	<u>Response</u>
What date will the customer migrations occur?	Visual Lease will be migrating customers in a phased approach beginning mid-June 2020. Notifications including the proposed plan and scheduled window will be sent to customers in advance of the transition.
Will there be downtime (or will Visual Lease be inaccessible) during the migration? If so, how long is the downtime window?	Yes, during the migration, the Visual Lease platform will experience scheduled downtime during non-business hours. This will occur over a period of approximately 48 hours over the weekend (from Friday 9 pm to Sunday 9 pm EST).
Will Visual Lease users have to stop using the platform in advance of the migration to ensure no new data is lost before/during the migration?	No, all users may continue to utilize and access the Visual Lease system prior to the scheduled cutoff time of Friday at 9 pm of their assigned migration date. All data created prior to the migration will be copied over to AWS.
Will Visual Lease provide a notification when the migration is complete?	Yes, Visual Lease will send a notification upon completion.
Will the Visual Lease URL change due to the AWS migration? If so, will the old URL redirect to the new one?	Yes, due to the migration to AWS, the URL to access the Visual Lease platform will change. We will share the new URL to all customers, although the old URL will be automatically redirected to the new URL for 30 days post-migration.
Are there any updates that need to be made to continue to use Single Sign On (SSO) after the migration?	No, all users may continue to use the current SSO SSL after migration.

Will the migration to AWS impact the performance of the Visual Lease application?	The performance of the Visual Lease application will not be impacted after migrating to AWS.
What are the benefits of migrating to AWS?	AWS provides Visual Lease with a world-class application hosting platform, so we can deliver a highly secure, flexible and scalable SaaS system. AWS' state-of-the-art datacenter provides Visual Lease with unparalleled, reliable data and application security, horizontal infrastructure scaling, and higher percentage uptime availability. AWS also offers advanced monitoring, logging and application performance management.
What steps does AWS take to protect data privacy?	AWS meets and exceeds all data privacy and security standards employed by Visual Lease. In addition, AWS complies with ISO 27018, a code of practice that focuses on protection of personal data in the cloud. It is based on ISO information security standard 27002 and provides implementation guidance about ISO 27002 controls that is applicable to personally identifiable information (PII) processed by public cloud service providers.

Still have questions? Reach out to [support@visuallease.com](mailto:support@visuallease.com)