GlobalSearch® C2
Frequently Asked Questions

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softworks

Introduction

Thanks for your interest in GlobalSearch C2, Square 9 Softworks' Enterprise Content Management (ECM) service offering for the cloud. At Square 9 we understand you are buying a service from us and not just a piece of software. It's important to us that you're comfortable with how our service works, how we protect your information and even what happens should you elect not to use it any longer.

Below is a list of frequently asked questions about the GlobalSearch C2 service which may address any open questions you have on how it all works. If you require further assistance, please do not hesitate to contact Square 9 Softworks or your Authorized Square 9 Reseller today.

What is GlobalSearch C2?

GlobalSearch C2 is a secure, compliant cloud hosted Enterprise Content Management repository designed to capture and control all of your business-critical information. With GlobalSearch C2 it's never been easier to manage a wide variety of information ranging from PDF files, scanned images, Microsoft Office Documents, email messages and more.

Where is my information stored?

GlobalSearch C2 utilizes Amazon Web Services (AWS) as it's cloud computing platform. As a leading provider of cloud computing services, AWS provides Square 9 with a highly scalable and dependable platform to run its applications including GlobalSearch, GlobalAction and GlobalForms. It is of the utmost importance to AWS to provide both application developers like Square 9 and its user community with a platform that builds trust and confidence by helping to protect the confidentiality, integrity, and availability of your data.

How are my documents backed up?

AWS provides GlobalSearch C2 with a highly durable infrastructure for storing your business-critical information. With data stores which synchronously replicate your data across multiple facilities, GlobalSearch C2 provides users with 99.999999999 durability and 99.99 availability over any given 1-year period on the disk subsystems used to support C2. Square 9 further protects the durability of your GlobalSearch C2 by instance by providing nightly snapshots of your application database which are stored automatically for 60 days.

How secure is GlobalSearch C2?

It's essential to provide our customers with a secure environment that protects their most sensitive business information. GlobalSearch C2 uses multiple levels of security to deliver this protection including in transit encryption through Secure Socket Layer (SSL), at rest encryption of your documents using military standard AES-256 and offers Microsoft SQL Transparent Data Encryption as an optional level of security for any interested parties. We encourage our customers and Resellers alike to review the GlobalSearch C2 Security Review which can be found at www.square-9.com/cloud-ecm.

How is GlobalSearch C2 priced?

GlobalSearch is priced per concurrent user on a monthly basis. The minimum purchase for GlobalSearch C2 Essentials instance is three users. For WorkGroups and Enterprise, the minimum purchase is for five users. GlobalSearch C2 is sold in one-year increments however Square 9 will accept multiyear purchases

upon request to secure fixed pricing for subsequent years. For further pricing information or to receive a quote, please contact your Square 9 Authorized Reseller.

Is it easy to add users?

Not a problem. To add a user, simply contact your Square 9 Reseller and they will take care of the rest. Because users licensing is sold in 12-month increments, any additional users will be added for only the remaining months of the term.

Is it possible to reduce my number of users?

Absolutely. Users counts may be reduced at the end of the Effective Term of Service and renewed at any number that works for you. Please note that the minimum number of users is three (3) for the Office Essentials version and five (5) for the Workgroup or Enterprise Editions.

How long does it typically take to initiate my service?

Square 9 will initiate service and issue log in credentials within 48 hours of order placement. The Effective Date of Service will commence with the initiation of services from Square 9 and will become your renewal date for subsequent terms of service.

How is service delivered?

Our service is deployed around the world through a highly trained Reseller channel who will configure the system to your specifications. Square Authorized Resellers will receive an email with their customers service URL and the login credentials for the purchased instance of GlobalSearch C2. Once received, the Reseller may activate the service on the customer's behalf immediately and begin the deployment at any time afterward.

How do I renew my service?

You will receive notification of your service renewal from your Square 9 Authorized Reseller within 90 days of the anniversary of your Effective Date of Service (The Renewal Date). If you elect to continue your service, payment must be received prior to the renewal date.

Is there any service level or performance guarantee?

Square 9 endeavors to provide 99.9% uptime availability per month during Service Business Hours, not to include maintenance or upgrades on the system. "Uptime" is defined as time when you have the ability to access and use the Services and Square 9 measures Service Uptime by consecutive seconds over the period of a calendar month. If Square 9 repeatedly fails to meet the stated service levels causing an interruption in your business operations, you will receive a 15% reduction in the following month's service fee. Square 9 must be notified in writing of any request for compensation with details of the failure and resulting interruption of business hours.

Will I receive any reporting on my usage of the system?

Square 9 Softworks provides GlobalSearch C2 users with a monthly statement of their usage based on total storage, storage by archive and the amount of data added or modified by month over the preceding three months.

Are there limits to the amount of content I can store?

Each GlobalSearch C2 instance is provisioned with 10GB of storage which translates into roughly 100,000 pages of content using an average file size of 100KB. Page counts will vary however depending on your file type and scan resolution. Users will be notified if they exceed their allotted storage and can easily opt to purchase additional content storage based on their individual needs ranging from 25GB to 1TB and beyond.

How is GlobalSearch C2 supported?

GlobalSearch C2 support mirrors the support model for Square 9 Softworks on premise products and is offered Monday through Friday from 8:00AM to 8:00PM, excluding Federal US holidays. Support is available via phone (203) 789-0889, option 2, email support@square-9.com or through our ticket creation system at http://www.square-9.com/support.

How are software upgrades applied?

Software upgrades for GlobalSearch C2 will typically follow the standard GlobalSearch release cycle and are applied automatically and at no cost to the customer. Customers and Resellers will be provided a minimum of 48 hours' notice but will typically be notified 30 days in advance of any scheduled service.

How do I renew my service?

The GlobalSearch C2 will be automatically renewed for subsequent twelve (12) month terms unless we receive your notice of termination thirty (30) days prior to the expiration of your service.

What if I want to cancel my service?

Unless terminated earlier pursuant to the conditions listed in the GlobalSearch C2 EULA, the initial term of the GlobalSearch C2 service will be for a period of twelve months from the Effective Date of Service. If you would like to cancel your service please contact your Square 9 Authorized Reseller or Square 9 directly at customerservice@square-9.com for assistance.

What happens to information stored in GlobalSearch C2 when I cancel my service?

At Square 9 we believe your information is yours and make it readily available should you choose to discontinue your service with us. You will have thirty days from the termination of the service to download a copy of your data and content from GlobalSearch C2 using the standard export tools available within the service. All data is provided in an industry standard, nonproprietary format. You may also request that the Square 9 Professional Services Group provide a copy of that data as a service which will be charged for at the current billable per diem rate. After the 90-day period following the date of termination, Square 9 shall have no obligation to maintain or provide any of your data or content and will delete all data and content in its systems.

Does Square 9 Softworks share or sell any of my information?

Absolutely not. At Square 9 Softworks we are committed not only to the protection of your information but also to the protection of your privacy and to the privacy of your employees. To review the complete Square 9 privacy policy, please visit our website at www.square-9.com/privacy.