# Sage 200 on *'The Cloud'* for Ancyra.

## Overview

**Sometimes, IT companies have to form a trust relationship with their customers in the same way that customers trust and rely on the quality of the services that an external support organisation can provide. Such was the case with a Sage 200 client of Ashgoal Limited – a group of care homes known as Ancyra Heath Care Ltd.**

## Background

Prior to 2010, one of the care homes had separated from the group and had adopted Sage 50 as its accounting system. Ashgoal supported this installation as well.

Now, since 12th September 2011, a new group of care homes has been formed from the Ancyra group, the 'separated' care home, and another care home that also used Sage 50 for accounting. A new management team has been appointed, and decisions made to place the entire office IT infrastructure with Ashgoal Ltd on their 'Cloud'. The future accounting requirements of this group and its management team will be met by an amalgamation of 'CareSys' (a specialised package catering for the care home industry) and Sage 200 – all operated on the Ashgoal 'Cloud'.

The result is that the group management are able to interrogate, update and report on their company and its individual parts from anywhere in the country. Since their care homes span the country – Dumfries, Scunthorpe, Norfolk and Plymouth are examples of their care home locations – the ability to access Sage 200 and/or CareSys from any care home has to be seen as a benefit to management.

The implementation of 'The Cloud' took place over a three-week period ending in November. All twenty care homes and the central administration staff just use their computers to click on an icon and log in via the internet and broadband services to terminal servers on the Ashgoal 'Cloud' – from where they get their emails, use the standard Microsoft Excel and Word packages, share disk space and files, and (where authorised) use the Sage 200 Financial and Commercial modules.

Technically, this implementation of Sage200 on 'The Cloud' is not matching the definition of SAAS – Software As A Service. Ashgoal has provided a complete infrastructure on their 'cloud' which allows full integration between Sage200 and many other products – including electronic banking facilities, Microsoft Office and Outlook.

Not only can Ashgoal guarantee 99.9% network availability, but all cloud data is backed up every 30 minutes, with backup retentions agreed with their customers and conforming to high standards. In some cases, customer disaster recovery requirements include the facilities to automatically replicate images to an 'off-cloud onsite' customer-operated server or SAN.

The Ashgoal 'Cloud' is automatically monitored, and warnings or any other more serious events are prioritised to a skilled engineer within ten minutes of detection on a 24/7 basis. Ashgoal use two data centres – geographically separated by many miles, and yet each one acts as a fail-over for the other. Where multiple terminal servers are deployed, load balancing measurements are inspected regularly.

## About Ashgoal

Ashgoal are a certified Microsoft SPLA partner, and are also licensed to provide Sage ACT! Hosted solutions. For more details contact Ashgoal on 08442 459100 or email sales@ashgoal.com

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