

SaaS environment transfer to Microsoft Azure

Along with the version upgrade from FA 3.4 to FA 3.5 or newer, all SaaS environments are transferred to be hosted in Microsoft Azure – the transfer from your current hosting provider to Microsoft Azure is done at the same time with the version upgrade to FA 3.5 or newer. This document answers the most common questions related to the transfer and the change in the hosting provider.

Q: Why are you transferring all SaaS environments to Microsoft Azure?

A: FA Platform is transitioning from a "monolithic" architecture towards a modern, microservice-based architecture. This new architecture aims to make the platform more scalable, maintainable, and fault tolerant. Microservices are based on different IT infrastructure (Kubernetes) than monoliths, and this is a major factor behind our decision to transfer SaaS environments to Microsoft Azure along with FA 3.5 or newer. This is the first step towards the new architecture – FA Platform continues to improve over the upcoming versions as more and more architectural changes are implemented.

Q: What are the benefits of Microsoft Azure compared to our current hosting provider?

A: In addition to providing the appropriate IT infrastructure for microservice-based architecture, Microsoft Azure provides us with better tools for error handling and disaster recovery for SaaS environments. For example, the new IT infrastructure provides high availability features for FA Platform with built-in auto-healing mechanism and better tools for disaster recovery with database restores to any point-in-time within the last 7 days.

Q: Is Microsoft Azure required for version FA 3.5 and newer?

A: For all SaaS environments, transfer to Microsoft Azure is required for a version upgrade to FA 3.5 or newer. If you are running FA Platform as on-premises, we will contact you to discuss options for achieving the IT infrastructure required for a version upgrade to FA 3.5 or newer.

Q: What is Kubernetes and how does it relate to Microsoft Azure and the transfer?

A: Microsoft Azure is our hosting provider for all SaaS environments running FA 3.5 or newer, providing us with enterprise-grade and secure infrastructure to host the FA Platform. Kubernetes is the system for automating application deployment, scaling, and management – Kubernetes is the software we use to manage environments and provides us with the tools required to manage the FA Platform with the microservice-based architecture. Microsoft Azure provides us with hosting capabilities with Kubernetes for SaaS environments.

Q: Where are the physical servers located?

A: Microsoft Azure provides servers around the world, and FA Platform can be hosted in datacenters that provide the required IT infrastructure. For EU clients, SaaS environments are hosted in Netherlands. For non-EU clients, SaaS environments can be hosted for example in UK, US and UAE.

Q: Does our environment's IP address change?

A: Yes, environment's IP address will change. Usually this doesn't change anything nor require any actions. We will contact you in case you have integrations that depend on the IP address and require actions, or if you have your own domain for FA Front that requires a change in your DNS.

Q: How are our integrations between FA and other systems affected?

A: Most integrations are not affected – for example FA APIs continue to work just as they did before. We will contact you if you have integrations that require some changes. For example, you might have to whitelist your new IP address or update file-based integrations that push files to FA's server.

Q: Does this transfer require some actions from me as a customer?

A: No, SaaS environment transfer to Microsoft Azure is handled by FA. We will contact you if your actions are required. All you need to do is to acknowledge and confirm the transfer when Customer Services contacts you through FA Help Desk – we will not proceed without a confirmation.

Q: Does this transfer have a cost effect?

A: For SaaS customers, transfer to Microsoft Azure is included in your license. New environment has similar capacity to your current environment, and the transfer doesn't have an effect on your license.

Q: How long does the transfer take?

A: The transfer to Microsoft Azure is done at night during the version upgrade. The time required for the transfer depends on the amount of data within your environment and the time it takes to recalculate report data – some transfers will be done in a couple of hours during the night, while some transfers will be scheduled over the weekend. We will let you know how much time should be reserved for your environment's transfer and schedule a maintenance window with you for it.

Q: Can the system be used during the transfer?

A: No, the system cannot be used during the transfer. The transfer will be done at night, and we will schedule a maintenance window with you for the transfer.