

Sage Nonprofit Solutions

Sage Nonprofit Online and Sage Virtual Services

Frequently Asked Questions



sage

General

- What is Sage Nonprofit Online?

Sage Nonprofit Online provides access to Sage 100 Fund Accounting, Sage Grant Management, Sage Fundraising 50, and Sage Fundraising Online from one convenient web portal. Customers have the flexibility of tailoring a solution to meet their needs by purchasing one product or the entire suite.

- Which products are available?

Sage Nonprofit Online Solutions currently includes the following products:

- *Sage 100 Fund Accounting*, which provides the functionality you need to demonstrate the transparency and accountability that auditors and boards demand.
- *Sage Grant Management*, so you can easily manage the grant pipeline, report on success measures and demonstrate impact so you can increase grant funding.
- *Sage Fundraising 50*, which offers a complete CRM and fundraising solution
- *Sage Fundraising Online* helps you raise funds, register event participants, and promote peer-to-peer fundraising.

- What are the benefits of using Sage Nonprofit Online?

For your users, Sage Nonprofit Online provides remote access from any Internet connection, ensures users always stay current with the latest updates, and reduces duplicate data entry with integration between the systems.

For your organization, Sage Nonprofit Online provides a streamlined, simplified solution that lets you focus more on your core business operations and spend less on IT infrastructure and administration.

Security

- Can anyone access Sage Nonprofit Online or my data?

Sage Nonprofit Online is available only to our customers through a private cloud implementation, for which we have partnered with Rackspace to provide secure and reliable hosting services. With this approach, customers have access to their data online anytime, from any location with an Internet connection, without having to worry about managing hardware and on-site software operations.

- Why did Sage choose Rackspace as a hosting provider?

Rackspace has extensive experience in security and IT operations and is a top-tier provider of these services. Please [watch this video](#) in which Grant Howe, our Vice President of Research and Development, discusses our relationship with Rackspace.

- How is your data center configured?

Information about our operational environment within the data center is not available for public distribution. We would be happy to discuss this information with you, under the terms of the Non-Disclosure Agreement in your Hosting Services Agreement.

- Which security standards do you employ to prevent unauthorized access to the environment?

Sage Nonprofit Online uses 2048-bit RSA, the standard on SSL encryption technology to protect and authenticate data transactions. Users will have their own log-in credentials for accessing Sage Nonprofit Online through their Microsoft Internet Explorer browser.

- How do you manage user access and authentication?

We use Active Directory to secure access to the environment. Individual access and authentication are implemented through your configuration of Sage Nonprofit Online user profiles.

- How are software updates applied?

Sage Nonprofit Online is a multi-tenant, hosted application solution. All effected customers are notified when an update is scheduled to be applied. Updates are applied directly to the software application on our virtualized servers and data is converted automatically. There is no need for partners to download or convert individual customer databases with Sage Nonprofit Online. The next time the user logs into the application via the online portal, he or she is automatically using the most up-to date version of the product.

Compliance and Controls

- Is Rackspace compliant with current industry standards, such as SSAE 16?

Rackspace has been audited for compliance with the Statement for Standards for Attestation Engagements (SSAE 16), which supersedes and replaces the Statement on Auditing Standards (SAS) No. 70. The SSAE 16 Type II SOC 1 Report is the result of that audit and pertains to the managed hosting services.

- Where can I find a copy of your Type II SOC 1 Report?

A copy of the Rackspace SSAE 16 / ISAE 3402 Type II SOC 1 Report (formerly the SAS 70 Type II Report) for our Managed Hosting Segment is available upon request for you and your auditors. Please be aware the Non-Disclosure Agreement in your Hosting Services Agreement applies to this document.

Availability & Reliability

- Is system performance monitored?

Yes. Due to the sensitive nature of this information, we do not distribute these reports. However, we are happy to discuss these reports with our customers, under the governance of our Non-Disclosure Agreement.

- Does the hosted solution provide a redundancy service? For example, if the Texas data center is destroyed by a tornado, will our data be protected and immediately available via the Chicago data center?

Redundant, or co-located, hosting is not available at this time. We are currently researching options for providing redundant hosting as a premier service.

Backup & Recovery

- What is your backup and recovery process?

The backup schedule consists of a weekly full backup, daily differentials, and hourly log backup. Sage maintains four weeks of backup data online and available, and our support team can perform a restore upon request.

We store a full backup of the backup directories off-site each week, maintaining a four-week rotation on those backups. With notice, we can restore data to a point in the last eight weeks.

Additional backup and recovery services, such as access to your backup files through an FTP site, are available. Please contact your Customer Account Manager for more information.

Platform Support

- Does Sage Nonprofit Online work with Windows 7?

Yes, SNO works best with clients running Windows 7 or higher, Internet Explorer 8 or higher, and ActiveX.

- What are the requirements for using Sage Nonprofit Online?

Operating System: Windows 7 or higher, Window XP SP3

Browser: Internet Explorer 8 or higher

- Does Sage Nonprofit Online work on the Mac platform?

Sage Nonprofit Online can be accessed through a Windows emulator on the Mac such as Parallels Desktop® for Mac or Remote Desktop Connection from Microsoft. Mac operating systems are not supported by Sage Client Care.

- Does Sage Nonprofit Online work on an iPad?
Sage Nonprofit Online is not available for iPad.

Pricing

- How much does Sage Nonprofit Online cost?
Our subscription-based pricing starts at \$349 per user per month. If you use more than one Sage Nonprofit solution for your organization, the bundle pricing is a cost-effective way to use more applications with less expense. Individual product pricing available upon request.
- What does the pricing include?
The monthly price includes licensing, upgrades, hosting fees, maintenance, and support.

Getting Started with SNO

- How long does it take to get started with Sage Nonprofit Online?
Sage Nonprofit Online can be implemented immediately once your signed contract is received by Sage. All you need is a valid credit card. Most customers can login and begin using the software within few days, instead of the weeks typical of on-premise software implementations. Data migration and training services are also available and can be scheduled at the customer's convenience.
- I already use Sage products in my organization. How do I convert to Sage Nonprofit Online?
Conversion is easy and Sage can help. Contact your Account Manager for more information.

Functionality

- Within Sage Nonprofit Online, does Sage 100 Fund Accounting integrate with Sage Fundraising 50?
Yes. Sage Fundraising 50 integrates seamlessly with Sage 100 Fund Accounting when purchased together as a part of Sage Nonprofit Online. Once configured, donation transactions processed in Sage Fundraising 50 can be imported directly into Sage 100 Fund Accounting where they can be reviewed and posted.
- Is Sage Millennium available in the solution bundle?
Sage Millennium is not included in Sage Nonprofit Online, but it can be hosted. End users would be able to access Millennium through a web portal, and administrators would have access to utilities through RDP. Please contact your Account Manager for more information.

- Are import and export functions available in the hosted environment?

Yes. Files are imported locally through a mapped-drive directory structure. Likewise, to export, files can be saved locally through a mapped drive directory structure from within the remote session.

- Is printing available?

Yes. Printing is available from within the remote application session.