

# Sage Self Service

## Frequently Asked Questions

### **1. Why is the service hosted by Sage?**

Having the service hosted through our internal processes, allows us to regularly maintain the website without our users having to regularly update the service, install additional software or budget for additional hardware.

This also provides a platform where our users can access the service from anywhere in the world, from a variety of devices. We are able to implement the latest technologies to keep downtime to an absolute minimum.

### **2. Where is Sage Self Service hosted?**

Sage has a standing legal agreement with Internet Solutions (IS) and they provide us with a variety of redundancies which ensures data integrity.

Internet Solutions is the leading Internet Protocol based communications providers in Africa. IS provides services to more than 80% of companies listed on the JSE as their solutions are built on world-class, secure and resilient infrastructure and is delivered in accordance to global best-practice for technology vendors.

For more information on Internet Solutions, please visit their website on [www.is.co.za](http://www.is.co.za)

### **3. What is required in order to use Sage Self Service?**

All you require to access Sage Self Service, is a working internet connection, make use of either Sage Pastel Payroll & HR or Sage VIP Premier and be registered for the Sage Self Service module.

### **4. How secure is the communication sent to- and from Self Service?**

Any information transmitted, is encrypted by 128 Bit encryption. The site is also secured by a SSL Certificate.

**5. What is the physical security associated with the server?**

Sage Self Service leverages server virtualization technology and benefits from the security advantages of this technology. Servers are hosted by Internet Solution (IS), which are subject to strict access control policies.

**6. How do I know the site has enough bandwidth?**

The website is hosted on the internet backbone. So the speed and performance is limited only to that of internet browsing speed from the customer's side.

Furthermore, our service agreement with Internet Solutions (IS) guarantee minimal downtime.

**7. What types of data security measures have been implemented?**

All sensitive information such as passwords are securely encrypted using industry standard encryption technologies.

All databases and database backups are subject to strict Sage IT control access policies as well as Internet Solution's ISO/IEC 20000 Information Technology – service Management certification accredited by SABS.

**8. Who control the backups?**

Backups are managed on both a server and data level and are handled between Internet Solutions (IS) and Sage IT Department. Data backups are further subject to strict Sage IT backup policies and are backed up regularly and securely stored in Sage approved data centers.

**9. How are payslips protected?**

Payslips are encrypted through Sage Self Service encryption and cannot be decrypted outside of the user profile.

**10. Who can access the data used on Sage Self Service?**

Sage can only access statistical data like number of users, number of employees, number of payslips, etc.

Third parties are only allowed access to the Self Service platform through and agreement with Sage, and only to authorized data.