



# Shelby Cloud Products: Hosting FAQ

## Web-based Church & Financial Management Software

### How much space do I need to run Shelby Cloud Products?

When converting from Shelby v.5 to Shelby Cloud Products there are several folders in addition to your backup (.bak) file that contribute to the amount of data and storage you will require to run your Shelby Cloud Product. By looking at the size of these folders you can have an estimate of the online storage you will need in Shelby Cloud.

The following Shelby v.5 folders are needed:

#### **For Shelby Financials Online:**

**ssv5.dat\scans** (there will be a separate folder per Company in Shelby v.5)

\*For Shelby Financials Online, include all folders under scans except CN.

**ssv5.dat\registers**

#### **For Shelby Arena:**

**ssv5.dat\scans** (there will be a separate folder per Company in Shelby v.5)

\*For Arena, include only the CN folder under scans.

**ssv5.dat\pictures** folder to import your member photos.

**ssv5.dat\assoc**

The total size of these folders plus the size of your sql database .bak file will give you a rough estimate as to the starting size of your Shelby Cloud space requirements. (This information should only be used as a guide. Your cost will be determined by the actual size of your data after conversion. Items such as check scans, images and other files will increase your required space over time and may cause your cost to rise accordingly.)



## Shelby Private Cloud

### **Security**

- All information is accessed via HTTPS 128 bit encryption. A unique user name and password is required for all application access.
- Servers are regularly scanned for malware and viruses.
- Servers are regularly scanned for intrusion and hacking.
- Server logs are reviewed daily.
- Server access is restricted to a limited set of authorized users.

### **Backups and storage**

- All data is stored on Storage Area Network (SAN) devices.
- 3 days' worth of backups are made after business hours.
- Backups are stored on separate physical servers.

### **Updates**

- All hosted customers are updated to the latest application version on Tuesday nights following the release of the update. Customers are notified when the update is scheduled and after it has been applied to their environment.

### **Monitoring**

All servers are monitored by the colocation provider. All application access is monitored by Shelby IT staff.

### **Colocation facility**

All Shelby Private Cloud applications and data are located in secure colocation facilities. All facilities have redundant internet providers, HVAC systems, power sources (Generator & UPS), physical security, video surveillance, and multilevel authentication for physical access.

### **SFO only customers**

- Hosted in a shared multi-tenant database environment.

### **Arena Standard customers**

- Hosted in a shared multi-tenant database environment.

### **Arena Select only and Arena Select plus SFO customers**

- Hosted in a shared clustered environment.

### **Arena Premium and Arena Premium plus SFO**

- Hosted in private virtual server environment.

