

FAQs

MYOB Advanced



Frequently Asked Questions

Before selecting the best ERP solution to take your business forward you need to be equipped with quality information. That's where this fact sheet comes in. Below you'll find answers to all the most commonly asked questions regarding MYOB Advanced.

What is MYOB Advanced?

For many medium to larger-size businesses, deploying Software as a Service (SaaS) provides the benefits of an enterprise-class solution without the need for an enterprise IT budget.

MYOB Advanced is deployed via SaaS, hosted on Amazon Web Services (AWS) and can be accessed from any web browser on any Internet-connected device. You can pay as you go, and easily scale up or down based on growth or changing business needs.

Free yourself from the complexities and costs of managing hardware and maintaining software. Additionally, a SaaS deployment ensures MYOB Advanced operates with the highest levels of security, availability and performance.

What does MYOB manage on my behalf with an MYOB Advanced subscription?

MYOB manages the whole-of-system to remove the IT management burden from your business. MYOB Advanced was designed to maximise uptime and ensure that the system performance is consistent irrespective of the number of clients and users utilising MYOB Advanced.

Once your MYOB Advanced environment is accessible, MYOB Advanced automates common administrative tasks, such as performing nightly backups, software updates, and continuous monitoring and tuning. MYOB Advanced client data resides on the latest Amazon Relational Database Service (RDS) in a multi-availability zone configuration.

This means individual client databases are isolated from each other and data is automatically replicated between availability zones. This ensures that in the unlikely event of a problem, the system initiates an automatic failover to the backup automatically with no data loss.

Why should I use MYOB Advanced (public cloud) instead of a private cloud version and host it on my own?

MYOB Advanced includes a range of benefits that come standard with your subscription. These benefits are provided by MYOB Advanced using AWS, are backed MYOB's SLA, and surpass the benefits you would gain from most private cloud hosting providers.

This includes disaster recovery, backup service, 24/7 access, high availability, monitoring, software updates, and maintenance.

How do I access my MYOB Advanced ERP solution?

We will provide you with a URL to your MYOB Advanced SaaS ERP solution, accessible from any web browser on any device with an Internet connection. This URL uses a prefix you choose in the format .myobadvanced.com.

Can I use separate databases to track multi-tenancy?

No, all you need is a single database. Each MYOB Advanced SaaS subscription is housed in a single database where you can track financials separately for as many companies as you require, subject to your purchased configuration.

What technology is my database stored in?

MYOB Advanced uses Amazon Aurora.

Can I customise each of my companies separately?

Many customisations requiring the system to behave differently based on separate business processes can be separated for each of your companies. However, certain customisations that require database changes are shared across your companies. These include the addition of user-defined fields and user interface changes.

What is a maintenance window?

MYOB Advanced may carry out scheduled maintenance, or in rare circumstances, unscheduled maintenance. Scheduled maintenance is usually communicated with at least a week's advance notice.

The scheduled maintenance window averages under 30 minutes each week, and typically occurs during non-peak hours. Scheduled maintenance does not count against the uptime guarantee.

From time to time, unscheduled maintenance may be required. MYOB will attempt to notify you in advance of any unscheduled maintenance event.

Will my MYOB Advanced be available during software maintenance?

In most situations, maintenance will require access to be disabled temporarily while maintenance activities are performed. MYOB makes every effort to minimise downtime during such events.

Billing

How will I be charged and billed for my use of MYOB Advanced?

Although MYOB Advanced is sold exclusively through our accredited partners, your bill will come from MYOB.

You are billed based on:

- + **Subscription fee** – MYOB Advanced charges a monthly subscription fee based on the edition (Standard, Plus and Enterprise) and quantity and type of user licences selected. This fee also includes updates and upgrades, hosting costs and additional SaaS benefits such as built-in automated disaster recovery backup with a 30-day retention period.
- + **Additional resources** – When you reach 90% of your allocated resource usage for services such as storage and campaign emails you will receive an alert in product. Charges will apply if you exceed resource usage in a given billing period, or choose to increase your resource limits in line with your specific needs.

Contact our team to learn more about pricing or for information on services provided.

When does billing of my MYOB Advanced begin and end?

MYOB usually provision new service instances within 1 business day from the date of your purchase agreement/invoice with your partner. Occasionally, this may take up to a maximum of 5 business days. The initial subscription agreement is for a minimum of 15 months and is monthly thereafter.

What happens if we take 6 months to configure your service? Do you have to pay for MYOB Advanced in that period before you're up and running?

Yes, your initial 15 month subscription starts from the date of your first invoice. MYOB charges the 1st month in advance, then provide 3 months at no charge to allow your Axsys to use the service to begin configuration, implementation, and training that you will need before you are up and running. Subscription charges continue from month 4 onwards.

Can I upgrade or downgrade my product editions?

You can upgrade product edition at any time. Downgrades are not possible as functionality may have been configured or used that would prevent a lower edition from operating. MYOB requires a minimum of 30 days written notice prior to any upgrade, or change in any aspect of your MYOB Advanced license.

Can I cancel my cloud service?

Yes. After the minimum 15 month subscription period, you can terminate your MYOB Advanced service by giving us at least 90 days' written notice. During the notice period you will continue to have full access to MYOB Advanced and are still liable for any fees in relation to your use of MYOB Advanced.

Performance

Can I expect consistent performance from MYOB Advanced throughout all times of day?

Yes, MYOB Advanced reserves resources to ensure consistent performance – even during peak hours.

How does MYOB Advanced monitor the environment to ensure that I receive consistent performance?

MYOB Advanced uses 24/7, modern monitoring tools that continuously review system operations and automatically alert our engineers in the event performance or other operating criteria does not fall within our strict performance guidelines.

Hardware and Scaling

Does MYOB Advanced provide load balancing configurations?

MYOB Advanced supports load balancing and multiple server configurations. Load balancing allows MYOB to spread system load across multiple servers to maintain optimal performance. Load balancing gives you the benefit of the performance of two servers instead of one, and you also ensure high availability, which means that if one server were to go down, the other server will take over and the system remains up.

If I do not renew on time, will MYOB Advanced keep my data?

It is your responsibility to retain your data for compliance purposes. If you decide to terminate your subscription for MYOB Advanced, we strongly advise you extract your data as soon as possible. We will take steps to delete your data from MYOB Advanced 150 days following the effective date of termination, whether or not you have extracted your data.

Sandboxes

What is a sandbox and how is it used?

An MYOB Advanced Sandbox is a separate instance of your MYOB Advanced environment. You can do anything you want in the sandbox – all without impacting your current deployment and your users. This can be helpful to ensure a smooth transition for new rollouts or new employees, or to develop and test new solutions.

Can I push the changes I made in my SaaS sandbox environment into production?

No. The SaaS sandbox environment is for testing only. Any changes you make will be lost when the sandbox is refreshed.

Is there a charge every time we want to refresh my SaaS sandbox environment to the most recent backup?

Currently, this is a manual process and rates apply. Depending on your database size and free space, you can try extracting a snapshot from your production and restoring the snapshot within your sandbox environment.

Automated Backups and Database Snapshots

What is the difference between automated backups and database snapshots?

MYOB Advanced has two different ways to backup and restore your instance: automated backups and database snapshots.

MYOB Advanced performs continuous automated backups of your data with a 30-day retention period. MYOB can restore a backup replacing your live environment on request. A backup restore will result in loss of data for any company(s) that have been used since the date of the backup.

MYOB Advanced also comes with a database snapshot feature, which allows you to take snapshots of your company and restore them at a later time. Each snapshot takes an equal amount of storage space, so your snapshots could quickly add up to the total storage you have subscribed to. Only 5 snapshots can be held at any time in the database. You can elect to export the snapshot to your own local storage for long-term retention.

How do I know what my database usage is?

Users with appropriate security rights can view current resource usage and entitlements in-product. MYOB Advanced will alert you once you are within 90% of your storage limit. This alert will appear within the product on the footer of the screen.

In the event of a disaster and if my system goes down, what is the recovery process?

MYOB Advanced backs up all transactional data to an additional geographic zone for an additional layer of protection and disaster recovery. In the event of a disaster where a datacenter hosting your service is completely shut down, MYOB Advanced will quickly go through a fail-over recovery procedure and your service will resume from an alternate datacenter.

Do I need to enable backups for my instance or is it done automatically?

Backups are done automatically at no extra charge. Transactional data is backed up daily on a 30 day backup schedule. Additionally, incremental backups of transaction logs are performed frequently throughout the current day. All backups are replicated to an additional geographic zone for an additional layer of protection and disaster recovery.

How do I restore a database snapshot?

You can restore any prior snapshots by using the restore feature within MYOB Advanced. However, do take extra precautions when restoring snapshots because they override your current production environment. We encourage you to restore snapshots outside business hours, and to first take an additional snapshot of your current production environment before restoring a prior snapshot.

Can MYOB Advanced help me restore my system to an earlier point in time?

Yes, MYOB can restore your service to any of previous day's back-ups still currently stored. If you should require this, please contact your partner and they will work with MYOB to evaluate your specific situation.

Should I delete snapshots from my database?

The data that is contained in a snapshot is also stored in the database, so a full snapshot effectively doubles the size of your database. When you upgrade MYOB Advanced, the data in the snapshot is also up updated so that it will be available after the upgrade. To keep the database size from growing excessively large, we enforce a limit of 5 snapshots per service and recommend you export and download and then remove the snapshot from MYOB Advanced. If you need this data in the future, the snapshot can be imported to MYOB Advanced from your computer and then restored so long as the versions are the same at that time.

What happens to my database snapshots if I delete them?

If you delete your database snapshots, they will be permanently deleted from the database. If you export those snapshots to your local workstation system before deleting them, you can upload, import and restore the snapshots when needed. If you believe you will need the data snapshot at a later time, export it to your computer before deleting it from MYOB Advanced. Please keep in mind, you can only restore them if the versions have not changed since you exported the snapshot.

Is any snapshot data stored on the SaaS Server

When a snapshot is exported from the SaaS server to your local machine, a temporary zip version of this snapshot is prepared and saved on our servers primarily to facilitate the download to your computer. This temporary zip data file may remain on the server for a few days and it will automatically be removed. Please do not rely on the export file to be available at a later date. Should you need to export the same snapshot during another date, you must prepare a new export file of the snapshot. MYOB take no responsibility for the security of the data held in the snapshot once it leaves our environment.

Will I need to buy another license if I want to install MYOB Advanced for failover purposes?

No. Failover protection is already built into MYOB Advanced SaaS.

Security

Is my data stored in the same area as other clients?

Unlike many web-based applications, with MYOB Advanced every subscriber's data is stored in a separate database. This way, every MYOB Advanced subscription enjoys better data security and can be on their own versions of MYOB Advanced. At the same time, they can take advantage of MYOB Advanced's multi-tenant architecture to add additional completely separate entities within that same subscription.

Data is never stored on the user's computer. All data remains on MYOB Advanced servers. As users complete forms only small bits of data are transferred to the web browser – and even then only for a brief instant. Once forms are completed, no data remains in the browser. All transmission is secure and encrypted using SSL technologies.

How does MYOB Advanced protect my data from unauthorised access?

MYOB Advanced's intrusion detection system (IDS) detects any attempt to compromise the confidentiality, integrity or availability of your data, or to circumvent security controls. In the event of such an attempt, the intruder is locked out of the system, and investigation is conducted to identify and apprehend the intruder. MYOB Advanced can also restrict user logins to specific IP addresses.

How does MYOB Advanced monitor the environment and ensure protection against viruses?

MYOB Advanced uses enterprise-class anti-virus software to continuously monitor your SaaS environment and prevent, detect and remove malicious viruses and other types of malware, such as Trojan horses, worms, fraudtools, spyware, browser hijackers, keyloggers, and more.

Can I control the level of access my users have to MYOB Advanced?

Yes. With MYOB Advanced, each user can be assigned unique security credentials. These credentials can be role-based or highly specific to individual users.

How do I know my data is protected against physical and environmental threats?

MYOB Advanced is hosted on Amazon Web Services (AWS) which has one of the world's best cloud infrastructures. AWS follows strict guidelines and uses state of the art architectural and engineering approaches to guard against physical and environmental threats.

It has extensive experience in designing, constructing and operating large-scale datacenters. Physical access is strictly controlled, both at the perimeter and at ingress points by security staff and video surveillance. All staff members pass two-factor authentication to access the datacenter. All visitors and contractors are required to present identification and escorted by authorised staff. There are also fire detection and suppression, power, climate and temperature, and electromechanical support systems.

Compliance

Is MYOB Advanced compliant with my industry or government requirements?

MYOB Advanced is hosted on Amazon Web Services (AWS) to ensure we provide the world's best cloud infrastructure with MYOB Advanced, in compliance with regulations, standards and best practices, including the following:

PCI DSS Level 1	SOC 3	ITAR
HIPAA	ISO 27001	FIPS 140-2
SOC 1/SSAE 16/ISAE 3402	FedRAMP(SM)	CSA

Can my customisations directly access the database?

- + No, all access to your data is provided through MYOB Advanced's development platform APIs. They allow you to achieve the same integration goal with many benefits including:
 - Save time by eliminating the need to learn complex database structures.
 - Ensure system stability by guarding against human error that can threaten the referential integrity of your data or impact performance.
 - Reduce cost of maintaining customisations during upgrades. Customisations remain functional despite database changes, as the APIs change less frequently.
 - Consistent enforcement of your security policies. All your reports and customisations will respect your security configurations.

Can I add my own stored procedures and publish them to the database?

MYOB Advanced's development platform APIs allow you to achieve the same goal without having to add your own stored procedures. Instead, you can build and publish server-side customisations that are registered and maintained by the system.

Is there a database schema I can use?

MYOB Advanced provides a full set of documentation of its development platform APIs. This allows you to build complex customisations using data access layer objects, eliminating the need for the database schema.

This has an added benefit of ensuring customisations remain functional despite database changes, and reduces the cost of maintaining customisations during upgrades, among other benefits.