

Creative Software Solutions (Europe) Limited Pro-Cloud Off-boarding

This Off-boarding process was updated May 2019.

At CSS our off-boarding team is seldom used, however for customers seeking off-boarding assurances we can confirm the following.

End-Of-Contract Data Extraction

Extract and Delete

All data is held in an MSSQL database or if integrated, within the users' systems.

CSS Data Base Administrators will extract all customer data and send to the customer securely in their preferred format (CSV, Excel, MSSQL Database Objects), XML at the end of the contract.

Most customers, however, require data sets in two cuts, one pre-launch and a second and final top-up data cut to manage any new data since the first cut.

This method ensures that any issues with data migration begin with a primary data cut where data sets are generally large in size and not when critical post go live.

Post extract and on customer confirmation the data will be permanently deleted from our servers, and physical backups destroyed post the deletion of the customers' data through regular full and incremental backup rotations.

Reporting Platforms

Data from our Power BI Cubes and Warehouse will undergo the same rigorous deletion unless customers require the data to remain licenced to obtain reporting continuity. Licencing charges may apply.

[Top of page](#)

End-Of-Contract Process

CSS off-boarding clients through the following checklist (throughout this period, the customer will have full access to our dedicated helpdesk):

Planning Countdown and Actions

1. Communicate with the customer and agree to termination dates;
2. Agree final days of system access for customer employees and subcontractors;
3. Create closure date countdown messages within the interfaces and communicate via email.

On the day of Live System Cessation

1. Apply disable message to all cloud platforms with closure and signposting information and forwarders to assist users to the new solution and helpdesk contact;
2. Disable all user accounts from all subscribed platforms;
3. Disable all solution API's;
4. Work with customer to transfer final data top-up.

Post Cessation

CSS will make all customer systems available for 30 days, read-only and for single customer contact access in order to undertake further end of contract processing and run historical reports.

[Top of page](#)