



## **Five Things to Consider before Moving to the Cloud**

Katie Koch

[kkoch@dbllaw.com](mailto:kkoch@dbllaw.com)

Cloud computing is a type of computing that relies on sharing computing resources rather than having local servers or personal devices to handle applications.<sup>1</sup> Many business are moving to the cloud because of the cost, storage, and flexibility benefits it can provide. Before jumping to the cloud, here are five things you should consider:

- 1) The provider's service availability level - 99.9% availability for mission critical services is standard. If the availability level is lower, find out why.
- 2) The provider's issue resolution service level - be comfortable with the provider's response and resolution time.
- 3) Security, security, security – what steps does the provider take to protect your information?
- 4) Remedies if the provider is not performing - are you getting service credits? Is a technology escrow possible?
- 5) Relationship termination – what are the provider's obligations for returning your data to you upon termination of your agreement or if the provider goes out of business?

Before taking your business to the cloud, be sure you are getting the security, service, and relationship you deserve.

---

<sup>1</sup> Source: Webopedia