Moving to Cloud?

8 questions worth asking, before you commit.

Making the right decision

Whether you are leaving on-premise infrastructure behind or reconsidering your current provider, the difference between a smooth transition and a painful one is usually decided long before the contract is signed. It's in the questions you ask and the answers you get. This guide is designed to help you look past the headline promises and ask what really matters for your insolvency practice.

8 questions your Cloud provider should be able to answer, confidently.

1

How secure will our data really be?

Ask your provider to demonstrate exactly how your data is protected. Client funds, statutory records and sensitive personal information must be safeguarded by robust security measures, including encryption in transit and at rest, role-based access controls, continuous monitoring and independently audited certifications such as ISO 27001.

What good looks like: your provider can show you the certificate, the scope it covers and the date it was last audited, without having to check.

2

Where is our data stored, and who is able to touch it?

For Australian firms, data residency is not a technicality, it shapes your regulatory position and your clients' confidence. You should know which country your data is hosted and processed in, which individuals or third parties can access it, and how that access is approved, logged and reviewed.

What good looks like: a clear map of where data lives, a named list of who can reach it, and an audit trail you can inspect on request.

3

What actually happens on the day if something goes wrong?

Ask how often backups are taken, where they are held, how redundancy is built, how recovery is tested and, most importantly, how long it takes to get your team working again. Recovery targets should be stated in hours, not adjectives.

What good looks like: documented recovery time and recovery point objectives, and evidence the plan has been tested recently.

4

What happens when we need help?

When statutory deadlines are involved, waiting in a support queue is not an option. Ask about published response times, escalation paths, business hours in your own time zone and whether you reach specialists who can truly understand your matter.

What good looks like: local support in your time zone, named escalation contacts and people who know insolvency, not just software.

5

How well do you truly understand our industry?

Technology expertise alone will not carry a migration. Your provider should already understand your workflows, your statutory and regulatory obligations, and the reporting pressures your team works under.

What good looks like: your provider raises the compliance issues before you do.

6

How much genuine Cloud experience sits behind the platform?

There is a meaningful difference between a mature SaaS platform and legacy software merely relocated to a data center. To distinguish between them, ask how long the platform has been running in production, how many migrations have been completed, and whether any locally installed components, customer-managed infrastructure, or direct database connections remain.

What good looks like: a true multi-tenant SaaS platform with a migration track record and reference clients you can speak to.

7

How will you get us safely from where we are today to the cloud?

Ask who owns migration planning, data transfer and validation, testing, training and go-live. Also, how risk and disruption to go-live will be managed at each stage.

What good looks like: a named project team, a written migration plan with checkpoints, and a clear answer on what happens if a milestone slips.

8

Will the platform keep evolving as our practice changes?

Your requirements will not stand still. Ask how the platform scales as your team and caseload grow, how it integrates with the other systems you rely on, and how quickly it responds to regulatory change, new technology and customer feedback.

What good looks like: a visible product roadmap, a regular release cadence and a real route for your team to influence what gets built.

We are comfortable answering all eight questions

Reduce your risk A trusted platform built on 45 years of insolvency expertise — designed around the way your practice actually works.

Rely on mature technology Proven SaaS technology with ISO 27001 (2022) certification, delivering the security, reliability and resilience your clients expect.

Move with confidence Over 5 years of migration experience, so your transition is planned, tested and delivered with minimal disruption to live matters.

What to do before your next provider meeting

- Print this guide and take the eight questions with you
- Ask for evidence: certificates, test results, references
- Compare providers on the answers you can actually verify

Ready to migrate with confidence?

Get in touch today and discover how smooth the switch to Turnkey IPS can be.

Scan the QR code to book a demo, or get in touch with the team at support.apac@turnkey-ips.com

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Your trusted partner for Insolvency software