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## **BowTie Pro™ CLOUD - FREQUENTLY ASKED QUESTIONS**

### **How is the BowTie Pro™ cloud System Delivered?**

BowTie Pro™ cloud is normally delivered as a SaaS (Software as a Service) offering. This means that both the software application and the databases it uses are run in the cloud and not on customer hardware.

### **What do I need to do to my IT systems to be able to run BowTie Pro™ cloud?**

BowTie Pro™ cloud should be accessible via a browser in normal configuration. No changes need normally be made to the browser or the firewall configuration.

### **What hardware do I need to run BowTie Pro™ cloud?**

BowTie Pro™ cloud runs from a browser, and so any hardware that will support this will also support BowTie Pro™ cloud use. Of course, the more capable the hardware, better the performance users will see when using BowTie Pro™ cloud.

### **What bandwidth do I need to run BowTie Pro™ cloud?**

BowTie Pro™ cloud is delivered as SaaS and therefore, as long as your browser can operate acceptably. Of course, the more bandwidth, the better the performance users will see when using BowTie Pro™ cloud.

### **What browser do I need to run BowTie Pro™ cloud?**

BowTie Pro™ cloud should run on most common browsers (e.g. Edge or Chrome).

### **Where is my data held?**

BowTie Pro™ cloud is hosted by in a third part data centre certified to ISO27001

### **Is my data secure?**

Each customer has their own database with no data being shared between the databases

### **Does BowTie Pro™ comply with GDPR**

If you will be using the system to store/process data about individuals it is possible you will be subject to the General Data Protection Regulation and should ensure that you take all necessary steps to ensure compliance. Further information on the regulations can be found at <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/>

### **Will my system be upgraded?**

Upgrades are an ongoing, standard procedure which include fixes and enhancements made to for BowTie Pro™ cloud system. Upgrades are part of the service covered by the Licence. All customers receive upgrades and they are applied at the same time for everyone enabling us to retain better control of changes, support our clients more effectively and use our software more efficiently.

### **Who gets to see my data?**

Your data is confidential to you. a limited number of Bow Tie Pro support personnel will also be able to see your data, in order to provide support services.

### **Who can access BowTie Pro™ cloud?**

Only those personnel who are granted a user ID for BowTie Pro™ cloud can access the application. User access levels are normally split into two types – administrator and user. Administrators have wider rights within the system, while users will have rights to perform the functions appropriate to their roles. Administrators can amend the access rights of other users, including adding or deleting users.

### **What training do I need?**

BowTie Pro™ cloud is an intuitive application and proficient use does not normally require any formal training. The Bow Tie Pro support team are always happy to assist and guide people in the use of the system and answer any questions.



### **BowTie Pro™**

Westhill Business Centre, Arnhall Business Park  
Westhill, Aberdeenshire, AB32 6UF, UK

**Tel: +44 (0)1224 51 50 94**

[www.BowTiePro.com](http://www.BowTiePro.com)  
[enquiries@bowtiepro.com](mailto:enquiries@bowtiepro.com)