NORTH|STAR™
UTILITIES SOLUTIONS

NorthStar Cloud
Frequently Asked Questions

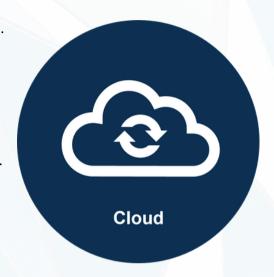844-888-9904
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NorthStar Cloud FAQ
Customer Experience Is at the Heart of Everything We Do.

1. Is the cloud secure?
   a. NorthStar and AWS have partnered together to create the most secure environment for utility software on the market. AWS provides a secure infrastructure in which NorthStar's CIS resides, and NorthStar Managed Technical Services keeps the system secure, updated, and maintained.

2. How is NorthStar's CIS controlled in the cloud?
   a. NorthStar's professional services team manages Northstar's cloud.

3. What happens when the CIS needs to be updated?
   a. Because NorthStar CIS is a single source code, it will be updated in the cloud. At that time, all users will be updated.

4. What happens when I need more storage?
   a. NorthStar cloud is designed to grow with you. You will only pay for the storage you need. When you need more storage, you will be able to update at that time.

5. Why should I move to the cloud?
   a. Security
   b. Accessibility
   c. Functionality

6. Is NorthStar Cloud expensive?
   a. When you factor in the fact that you no longer have to buy hardware, software, subscriptions, or hire additional IT staff to maintain your data, NorthStar Cloud is an affordable option.

7. Is NorthStar Cloud reliable?
   a. Yes, the NorthStar Cloud is on Amazon Web Services and is hosted in several locations to ensure data availability.

8. How do I know my data is secure in my location?
   a. NorthStar's cloud provides what is called data sovereignty. All of your data is hosted in your region to comply with all data security requirements for your country.

9. Why should a utility or municipality move to the cloud?
   a. NorthStar and AWS provide secure and reliable cloud computing services that
      i. Increases uptime,
      ii. Are scalable for a client's needs,
      iii. Are more secure than on-premise servers,
      iv. Affordable with shared resources,
      v. Are independent of location and always available, and
      vi. Provide data backup and recovery.

10. Will my software perform better in the cloud than on-premise?
    a. Most cloud solutions perform better than on-premise servers because they provide flexible and immediate resource allocation, disaster recovery plans, and energy savings.