



KONICA MINOLTA



FREQUENTLY ASKED QUESTIONS

# GLOBALSEARCH<sup>®</sup> C2



# INTRODUCTION



Thanks for your interest in GlobalSearch C2, Konica Minolta's Enterprise Content Management (ECM) service offering for the cloud. We understand you are buying a service from us and not just a piece of software. It's important to us that you're comfortable with how our service works, how we protect your information, and even what happens should you elect not to use it any longer.

Below is a list of frequently asked questions about the GlobalSearch C2 service which may address any open questions you have on how it all works. If you require further assistance, please do not hesitate to contact us at [ECM.SMB.Sales@kmb.konicaminolta.us](mailto:ECM.SMB.Sales@kmb.konicaminolta.us).

## WHAT IS GLOBALSEARCH C2?

GlobalSearch C2 is a secure, compliant cloud-hosted Enterprise Content Management repository designed to capture and control all your business-critical information. With GlobalSearch C2, it's never been easier to manage a wide variety of information ranging from PDF files, scanned images, Microsoft Office documents, email messages, and more.

## WHERE IS MY INFORMATION STORED?

GlobalSearch C2 utilizes Amazon Web Services (AWS) as its cloud computing platform. As a leading provider of cloud computing services, AWS provides us with a highly scalable and dependable platform to run its applications including GlobalSearch, GlobalAction, and GlobalForms. It is of the utmost importance to AWS to provide both application developers and its user community with a platform that builds trust and confidence by helping to protect the confidentiality, integrity, and availability of your data.

## HOW ARE MY DOCUMENTS BACKED UP?

AWS provides GlobalSearch C2 with a highly durable infrastructure for storing your business-critical information with redundant data stores, which synchronously store your data across multiple facilities. This provides GlobalSearch C2 users with 99.99999999% durability and 99.99% availability over any given 1-year period on the disk subsystems used to support C2. Our offering further protects the durability of your GlobalSearch C2 instance by providing nightly snapshots of your application database, which are stored automatically for 60 days.

## HOW SECURE IS GLOBALSEARCH C2?

It's essential to provide our customers with a secure environment that protects their most sensitive business information. GlobalSearch C2 uses multiple levels of security to deliver this protection including in-transit encryption for Secure Socket Layer (SSL), at-rest encryption of your documents using military-standard AES-256 encryption, and offer Microsoft SQL Transparent Data Encryption as an optional level of security for any interested parties. We encourage our customers to review the GlobalSearch C2 Security Review, which can be found at [www.square-9.com/cloud-ecm](http://www.square-9.com/cloud-ecm).



## HOW IS GLOBALSEARCH C2 PRICED?

GlobalSearch is priced per concurrent user on a monthly basis. The minimum purchase for a GlobalSearch C2 Essentials instance is three users. For WorkGroups and Enterprise, the minimum purchase is for five users. GlobalSearch C2 is sold in 1 year increments; however, Konica Minolta will accept multiyear purchases upon request to secure fixed pricing for subsequent years. For further pricing information or to receive a quote, please contact your Konica Minolta representative or email us at [ECM.SMB.Sales@kmb.konicaminolta.us](mailto:ECM.SMB.Sales@kmb.konicaminolta.us).

## HOW LONG DOES IT TYPICALLY TAKE TO INITIATE MY SERVICE?

Square 9 will initiate service and issue log in credentials within 48 hours of order placement. The Effective Date of Service will commence with the initiation of services from Square 9.

## HOW IS SERVICE DELIVERED?

Our service is deployed around the world through a highly trained engineering team at Konica Minolta who will configure the system to your specifications. Konica Minolta will receive an email with your service URL and the login credentials for the purchased instance of GlobalSearch C2. Once received, Konica Minolta may activate the service on your behalf immediately and begin the deployment at any time afterward.

## HOW DO I RENEW MY SERVICE?

You will receive notification of your service renewal from Konica Minolta within 90 days of the anniversary of your Effective Date of Service (The Renewal Date). If you elect to continue your Service, payment must be received prior to the Renewal Date.

## IS THERE ANY SERVICE LEVEL OR PERFORMANCE GUARANTEE?

Square 9 endeavors to provide 99.9% uptime availability per month during Service Business Hours, not to include maintenance or upgrades on the system. "Uptime" is defined as time when you have the ability to access and use the Services and Square 9 measures Service Uptime by consecutive seconds over the period of a calendar month. If Square 9 repeatedly fails to meet the stated service levels causing an interruption in your business operations, you will receive a 15% reduction in the following month's service fee. Square 9 must be notified in writing of any request for compensation with details of the failure and resulting interruption of business hours.

## WILL I RECEIVE ANY REPORTING ON MY USAGE OF THE SYSTEM?

Square 9 Softworks provides GlobalSearch C2 users with a monthly statement of their usage based on total storage, storage by archive and the amount of data added or modified by month over the preceding three months.

## HOW IS GLOBALSEARCH C2 SUPPORTED?

GlobalSearch C2 support mirrors the support model for Square 9 Softworks on premise products and is offered Monday through Friday from 8:00 AM to 8:00 PM excluding Federal US holidays. Support is available via phone (203) 789-0889, option 2, email [support@square-9.com](mailto:support@square-9.com) or through our ticket creation system at <http://www.square-9.com/support>.

## HOW ARE SOFTWARE UPGRADES APPLIED?

Software upgrades for GlobalSearch C2 will typically follow the standard GlobalSearch release cycle and are applied automatically and at no cost to the customer. Customers and Resellers will be provided a minimum of 48 hours' notice but will typically be notified 30 days in advance of any scheduled service.



## WHAT IF I WANT TO CANCEL MY SERVICE?

Unless terminated earlier pursuant to the conditions listed in the GlobalSearch C2 EULA, the initial term of the GlobalSearch C2 service will be for a period of twelve months from the Effective Date of Service. If you would like to cancel your service, please contact Konica Minolta or Square 9 directly at [customerservice@square-9.com](mailto:customerservice@square-9.com) for assistance.

## WHAT HAPPENS TO INFORMATION STORED IN GLOBALSEARCH C2 WHEN I CANCEL MY SERVICE?

We believe your information is yours and make it readily available should you choose to discontinue your service with us. You will have thirty days from the termination of the service to download a copy of your data and content from GlobalSearch C2 using the standard export tools available within the service. All data is provided in an industry standard, nonproprietary format. You may also request that the Konica Minolta ECM Professional Services Group provide a copy of that data as a service which will be charged for at the current billable per diem rate. After the 90-day period following the date of termination, Square 9 shall have no obligation to maintain or provide any of your data or content and will delete all data and content in its systems.



## DOES SQUARE 9 SOFTWARES SHARE OR SELL ANY OF MY INFORMATION?

Absolutely not. At Square 9 Softworks, we are committed not only to the protection of your information but also to the protection of your privacy and to the privacy of your employees. To review the complete Square 9 privacy policy, please visit our website at [www.square-9.com/privacy](http://www.square-9.com/privacy).

## PARTNERSHIP.

Konica Minolta can help give shape to your ideas and partner with you to achieve your corporate objectives. Contact us to realize opportunities in:

### INFORMATION MANAGEMENT

Enterprise Content Management (ECM)  
Document Management  
Automated Workflow Solutions  
Business Process Automation  
Security and Compliance  
Mobility  
eDiscovery Services

### IT SERVICES

Application Services  
Cloud Services  
IT Security  
Managed IT Services  
IT Consulting & Projects  
Apple Managed Services  
Managed Voice Services  
Technology Implementation and Deployment

### TECHNOLOGY

Office Multifunction Business Solutions  
Commercial and Production Printers  
Industrial Printers  
Wide Format Printers  
3D Printers  
Scanners  
Security Surveillance Systems  
Laptops, Desktops and Computer Hardware  
Servers and Networking Equipment  
Managed Print Services (MPS)  
Managed Enterprise Services

For complete information on Konica Minolta products and solutions, please visit: [CountOnKonicaMinolta.com](http://CountOnKonicaMinolta.com)



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