

# FAQ: Hosting OpCon in the Cloud

*Find the answers to all of your questions about our cloud-based automation, so you can learn the ins and outs of how it works!*

## General

### What's included with OpCon in the cloud?

Your OpCon package will include:

- One OpCon production system that's accessible via the Solution Manager web interface
- Secure connectivity between your OpCon environment and business network using a relay
- OpCon RPA
- Automated OpCon upgrades
- Operating system and database patching
- Built-in failover and disaster recovery
- Maintenance and support for your OpCon server and infrastructure

### Should we host our automation in the cloud instead of on-prem?

This will depend on your organization's cloud strategy and long-term business strategy. If you're already starting to move some of your critical applications to the cloud, then you should strongly consider moving your mission-critical automation environment to the cloud, too. By hosting OpCon in the cloud, you no longer have to manage a data center and all the operations and costs that come with it—allowing your organization to spend more time serving the needs of your members and customers.

## Installation

### How long would it take to get our OpCon system up and running after it's ordered?

Your OpCon instance can be set up in as few as five business days.

### How will we need to be involved in the installation process?

You'll be responsible for assisting with the install and configuration of the relay within your network. If you're an existing customer, you'll also need to make sure resources are available for providing a backup of the on-prem database, confirming the test conversion is good, and verifying that the final conversion is successful.

## Infrastructure

### **Where is OpCon hosted?**

It's hosted in Azure, Microsoft's cloud platform.

### **When do you plan to support OpCon on AWS and Microsoft SQL on RDS?**

At this time, we haven't decided to expand into other cloud environments and will remain focused on Microsoft Azure for the time being.

### **How is DR/BCP handled?**

All the infrastructure resources used within Microsoft Azure to provide our OpCon instances are configured for zone redundancy. Additionally, all databases utilize point-in-time backups every 12 hours with the last 30 days being stored.

### **What ports are used for communication?**

The following ports are used: 443 for Solution Manager, 1433 for Microsoft SQL, 3100-3111 for Agents, 9011 for Deploy, and 9012 for Relay.

### **Is the OpCon environment a multi-tenant or single-tenant installation?**

OpCon shares Kubernetes and Azure SQL Server resources, but each client is provided a single-instance ReplicaSet and SQL Database within them. This separation allows us to maintain security and isolation between SMA customers.

### **Can we use OpCon in the cloud for tests only?**

You can, but we recommend that your production and test environment be hosted in the same manner to ensure all variables are the same and no issues occur when promoting jobs to production.

### **How will you calibrate OpCon infrastructure performance to our workload needs?**

Microsoft Azure SQL Database performance is based on DTU (Database Transaction Units), which are elastically scalable based on the workload seen on the database. Additionally, the Virtual Machine Scale Set used within the Kubernetes Cluster that runs the instance of OpCon can be easily scaled if performance requires it.

## Implementation

### **Will SMA help us implement our initial automation use cases?**

Absolutely! Just keep in mind that consulting charges will apply.

### **Who's responsible for creating new automation in the future?**

Once implementation is complete, you'll be responsible for creating and maintaining your automation. SMA is only responsible for maintaining the infrastructure and OpCon environment, not the automation running within that environment. We do offer [Managed Automation Services \(MAS\)](#) separately, so you can opt to have SMA manage, monitor, and add new automation for you if you'd like.

### **What does a migration from on-prem to cloud look like?**

First, we recommend consulting with us, so we can analyze your current application server to determine if anything needs to be changed before migration. For example, we'd evaluate if your current OpCon server is being used as a file server and if there are other applications that will need to be reinstalled somewhere else. Next, you'll need to install the relay on-premises and supply SMA with a database backup, which will be used to restore your new server in the cloud.

## Security

### **How is user authentication handled?**

User authentication for OpCon is handled via OpCon's implementation of identity management, as well as a single sign-on (SSO) option.

### **What security certifications are currently in place (e.g., SOC1, HITRUST, etc.)?**

Microsoft Azure holds multiple compliances globally, which can be found [here](#) for reference. We are also SOC2 certified.

### **How is audit tracking handled?**

The log files for OpCon are accessible via shared storage that's attached to the Kubernetes instance.

### **What sensitive data is stored within the OpCon application?**

Any information you enter into the OpCon application will be stored there, such as job configuration and authentication information for distributed servers and applications. All entered data is encrypted at rest and in transit. Traditionally, PII data isn't used for job setup or configuration, so it's highly unlikely that any PII data exists in the OpCon application or database.

## Support

### What SLAs are provided as part of this service?

You can find our SLAs [here](#).

### How is product support handled?

Here are the steps you'd take to receive an instance of product support:

1. Follow the standard process for opening a case via the OpCon User Community.
2. Provide us with access to your OpCon instance log files, so we can help troubleshoot any failures or concerns.
3. Grant us access to your OpCon instance database, so we can run queries and troubleshoot any issues.

If OpCon infrastructure-level issues arise during this process, SMA's support team will escalate your case for further assistance.

### How does SMA handle upgrades and enhancements for OpCon in the cloud?

We use a canary-style upgrade path. That means we try a few upgrades and enhancements with a small number of customers first and then roll those out to the rest of our customers once those upgrades are deemed stable. Currently, we contact customers manually to discuss upgrades and then schedule a maintenance window. In the future, we plan to have set maintenance windows for all our customers. So, we'll have established agreements with a few customers that always want to receive upgrades and enhancements first. Then, the rest of our customers will receive them during their defined maintenance window(s).

### Will SMA upgrade agents? If so, how many?

Other than the Windows agent installed in the cloud, you'll be responsible for completing any agent upgrades or installations. If you'd like, we can help you with these via a consulting engagement.

*Want to chat with someone at SMA about hosting OpCon in the cloud?  
Connect with us [here](#)!*