

# Introducing Intradoc247's New Home

When it comes to the systems your organisation uses every day, few things are more important than speed and resilience which is why we've been working for the last year on a brand new hosting environment for your Intradoc247 system.

Our new environment is state of the art and means that we will be able to deliver speed improvements to the system. We've built in additional redundancy into the environment also, so that the stability of Intradoc247 will be greatly improved.

## What we are migrating

We'll move your entire system, including all your files and data. After the move, your system will work the same and you'll be able to use all of the same features.

In fact, we are moving our entire infrastructure and it's supporting services to its new home - we've already moved the majority of the supporting services and your Intradoc247 system is the last thing to migrate.

## What will happen

We want to make sure things go smoothly with minimal disruption to your organisation, so we'll be migrating your system manually and verifying everything is working perfectly afterwards. You'll receive an email in the next few weeks with your individual migration window. This should be outside of your business hours but if for any reason the window doesn't work for you (perhaps you have an extended surgery that day), just let us know and we'll update the schedule.

## What you'll need to do

As part of the migration we will also be updating the address of your site - your new address will take the form of <http://accountnumber.intradoc247.cloud>. We'll automatically redirect anyone that uses your old address to your new one, but it might be worth letting your team know to update any bookmarks they may have.

## Is it secure?

All aspects of the new Egton Digital platform, from security, to service management, to sustainability, are underpinned and independently verified by a comprehensive set of globally accepted assurance certifications and accreditations.

With infrastructure located in secure UK data centres, our services are assessed against recognised international standards ISO9001, ISO20000, ISO27001 and ISO27018, and are subject to regular audits, assessments and inspections by certification bodies, regulators and accreditors.

The infrastructure has previously achieved Pan Government Accreditation, and continues to achieve UK Government accreditations, which confirms their suitability for supporting OFFICIAL and OFFICIAL SENSITIVE data. The achievement of such accreditations requires demonstration of a robust risk management system, which meets the stringent requirements of both CESG and industry best practice standards. It also requires the complete infrastructure to successfully complete a comprehensive IT Security Health Check undertaken by an external assessment organisation on a regular basis.

## FAQ

### Can I use Intradoc247 during the migration?

While the migration is happening (roughly 30-60 minutes) your site will be unavailable while we move your data across.

### When will the migration be?

We'll let you know your individual migration slot by email, but we expect most organisations will move during April.

## **What time will the system be migrated?**

All systems will be migrated on an evening between 6PM and 10PM to minimise disruption. Your system will only be unavailable for roughly an hour during this period.

## **If the timeslot doesn't work for us, can we change it?**

If for any reason you want to change your original slot, just let us know and we can update the schedule for you.

## **I'm happy with our system performance and resilience, do we have to move?**

We are confident that even if you're happy now, the new environment will make your system even faster.

## **Can we move sooner?**

If you're interested in moving sooner, we'd be happy to hear from you.

## **Are you going to provide us with a handy, easy to click bookmark link on the front page?**

If you try and access your old address, during or after the migration, you'll find a quick link to re-add the address to your bookmarks or set it as your homepage.

## **Questions?**

Email the team at [digital@egton.net](mailto:digital@egton.net) and we'll answer any questions you may have.