



Buyer's Guide – 6 Essential Considerations Before Choosing QuickBooks Hosting Provider

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Introduction

QuickBooks is a robust accounting application that has helped small to mid-sized businesses achieve diverse financial tasks such as managing payrolls, cash flow, bills, and generating various reports.

Moreover, the latest technological platforms like the cloud provide a better option for installing QuickBooks than the legacy hardware system, increasing its functionality. Cloud technology offers many benefits for its users, such as remote access, improved collaboration, and resource scalability. It also enables you to access and edit QuickBooks files simultaneously with your clients or team without being physically present in the office.

The cloud platform is available as a service offered by various third-party providers. Choosing the right QuickBooks hosting provider is essential to utilize the cloud capabilities to the fullest. Choosing a reliable cloud hosting provider can help improve your efficiency and productivity by offering enhanced security measures, high data availability, round-the-clock support, and disaster recovery options. Therefore, selecting the right cloud vendor that can handle all your critical information is crucial.

Here is a list of questions you need to ask the service provider in order to make an informed decision.



1. Experience

The experience of the QuickBooks hosting provider is one of the significant factors determining the reliability of its services. One of the important points you should keep in mind is its core competency, client base, and the number of years it has been offering QuickBooks hosting services.

Questions You Should Ask:

1. How long have they been in the business?

The number of years in the business indicates its stability. It is one of the aspects that ensure the dependability of the service in the long run. Therefore, opting for a renowned QuickBooks hosting provider with an extensive history of serving clients is recommended.

2. What is their field of expertise?

Different cloud hosting providers specialize in different types of industries. It is essential to look for the option that best suits your requirements. For QuickBooks hosting, choose the service vendor that has expertise in the same. It can help offer the right environment and resources to host the application.

3. How many clients do they serve?

The extensive client base of the hosting provider suggests more satisfied customers. It is advised to go through the reviews offered by the customers, which further helps to analyze the service of the QuickBooks hosting provider.





2. Security

According to Forbes, 66% of IT professionals reported that security is one of the biggest concerns while adopting a public cloud.^[1] Moreover, since some of the cloud hosting providers have previously been the victim of ransomware attacks, evaluating the security measures taken by the service provider is crucial.

The QuickBooks hosting provider must take the necessary security measures to safeguard all your business data.

Questions You Should Ask:

1. What are the security standards executed at the virtual level?

Competent cloud hosting providers impose various measures at the virtual level to secure the business data from cyberthreats such as ransomware, phishing, or malware attacks. Some of the security practices that QuickBooks hosting providers must implement include:

- ❖ Data encryption
- ❖ Antivirus and anti-malware
- ❖ Multiple firewalls
- ❖ Access control
- ❖ Multi-level authorization
- ❖ Intrusion Detection/ Intrusion Prevention System (ID/IPS)
- ❖ DDoS attack prevention
- ❖ Ransomware protection

2. What measures are taken to safeguard data centers at the physical level?

The cloud servers are kept in data centers located at geographically isolated locations. Therefore, it is important to consider the on-site security of the data centers. Most of the QuickBooks hosting providers offer multiple preventive measures, such as 24/7 CCTV surveillance, fire alarms, biometric scanning, and more at the data centers.

3. What are the terms mentioned in the privacy policy of the hosting provider?

It is essential to go through the service provider's privacy policy to ensure the integrity and confidentiality of your business data. It is advisable to check the information the QuickBooks cloud hosting provider collects, how they gather it, and its further utilization.



3. Server Availability

The availability of the servers is crucial for the improved performance of the business. The maximum uptime ensures that services are always up and running, which, in turn, helps to serve clients better.

Questions You Should Ask:

1. What is the uptime guarantee offered by the provider?

Most of the QuickBooks hosting providers offer an uptime guarantee ranging from 99.9% to 99.999%. You must ensure that the cloud vendor mentions the promised uptime value in the SLA (Service Level Agreement).

Availability Measure	Downtime Per Year	Downtime Per Week
90%(one nine)	36.5 days	16.8 hours
99%(two nine)	1.65 days	1.68 hours
99.9%(three nine)	8.76 hours	10.1 minutes
99.99%(four nine)	52.6 minutes	1.01 minutes
99.995%(four and a half nine)	26.28 minutes	30.24 seconds
99.999%(five nine)	5.25 minutes	6.05 seconds
99.9999%(six nine)	31.5 seconds	604.8 ms

Credit: Wikipedia^[2]

Questions You Should Ask:

2. What measures do they take to achieve the mentioned uptime?

It is vital to check business continuity options, data center locations, and other underlying architectural aspects. Moreover, the competent QuickBooks cloud hosting providers deploy HPC (High-Performance Computing) servers, redundant IT infra, and BCDR for seamless parallel processing of multiple accounting tasks.

3. What is their downtime history?

The cloud servers are kept in data centers. It is crucial to confirm the downtime record of the cloud vendor for server maintenance to analyze their serviceability better. Ask them how they handle unplanned downtime and when they inform about any planned downtime, such as maintenance.





4. Backup

It is essential to keep a regular backup of QuickBooks data to easily retrieve it, even in the case of any accidental loss. In the case of QuickBooks hosting, information is stored in backup servers at offsite data centers. Therefore, evaluating the frequency of backup, data redundancy, and recovery options is important.

Questions You Should Ask:

1. What is the backup strategy deployed by the hosting provider?

It is essential to check the backup policy of the service provider, which involves the period up to which data can be retained, the frequency of the backup, and whether the process is automated or manual.

2. What is the classification of data centers?

Data centers are classified into four tiers depending on infrastructure and security attributes. The robustness of the data center depends upon its level of classification. It is suggested to go for a Tier 4+/Tier 5 data center for hosting the QuickBooks application.

3. What are the Disaster Recovery measures taken by the vendor?

In case of any accident or mishap, the QuickBooks hosting provider should take proper measures to recover and restore critical business data. The process of data recovery should be convenient. Moreover, the service provider must ensure data redundancy by storing the information at multiple data centers located at multiple locations.





5. Pricing

The amount of investment required for hosting QuickBooks on the cloud is one of the factors to look for before opting for the service provider. It should offer budget-friendly pricing plans to its users.

Questions You Should Ask:

1. Does the cloud hosting provider offer a pay-as-you-go pricing structure?

The cloud platform offers resource scalability options. Therefore, a QuickBooks hosting provider must provide a pay-as-per-usage pricing structure that you can customize depending on your requirements. The services you pay for should be worth the amount you are paying.

2. What is the billing cycle of the service?

It is crucial to note down the recurrence of the billing cycle, whether you have to pay the subscription fees monthly, quarterly, or annually.

3. How is the pricing determined?

Note whether the pricing is based on the number of users, storage space, data usage, or other such parameters. It will help in selecting the right plan for your business.

4. Is there any refund policy?

If you want to opt out of the services at any point in time, QuickBooks hosting provider should offer a partial or full refund. Do check the terms and conditions for the refund assistance.





6. Support

IT-related issues can occur at any given time and cause a dip in productivity. Therefore, it is crucial to choose a QuickBooks hosting provider with a skilled team of cloud experts who can troubleshoot all minor and major issues promptly.

Questions You Should Ask:

1. Is the QuickBooks cloud hosting provider Intuit Authorized?

Being an Intuit Authorized Commercial Host implies that the hosting provider is endorsed and backed up by Intuit. Hence, it guarantees an optimum service level from the provider.

2. What are the QuickBooks versions supported by the vendor?

It is essential to ask the QuickBooks hosting provider if they host QuickBooks Enterprise, Pro, Premier, or Accountant (including all versions and all years). Neglecting the same can lead to additional investments.

3. Do they offer a trial period before purchasing the services?

You should try out the services in real time to ensure they fulfill your requirements. Ask the service provider if they offer a free trial or demo of QuickBooks hosting.

4. Does the QuickBooks hosting provider offer a detailed SLA?

Assess the SLA (Service Level Agreement) carefully and check if the terms are stated clearly. It must cover all the points of the services and guarantees offered by the QuickBooks hosting provider.



Bonus Questions:

1. Is the QuickBooks cloud hosting provider Intuit Authorized?

Being an Intuit Authorized Commercial Host implies that the hosting provider is endorsed and backed up by Intuit. Hence, it guarantees an optimum service level from the provider.



2. What are the QuickBooks versions supported by the vendor?

It is essential to ask the QuickBooks hosting provider if they host QuickBooks Enterprise, Pro, Premier, or Accountant (including all versions and all years). Neglecting the same can lead to additional investments.

3. Do they offer a trial period before purchasing the services?

You should try out the services in real-time to ensure that it fulfills your requirements. Ask the service provider if they offer a free trial of QuickBooks hosting.

4. Does the QuickBooks hosting provider offer a detailed SLA?

Assess the SLA (Service Level Agreement) carefully and check if the terms are stated clearly. It must cover all the points of the services and guarantees offered by the QuickBooks hosting provider.

Choosing The Right QuickBooks Hosting Provider

Selecting a QuickBooks hosting provider should not be a hasty decision as it can affect the efficiency of a business. Therefore, it is vital to ask the right questions to find the right fit for your business. Choose wisely!

About Ace Cloud

Ace Cloud is an Intuit Authorized Commercial QuickBooks hosting provider that offers customized cloud solutions to various industries, including accounting, construction, real estate, legal, and others.

Our commitment as a QuickBooks Solution Provider goes beyond hosting; we offer authentic QuickBooks licenses at discounted prices, ensuring our clients access premium solutions tailored to their business requirements. Choose Ace Cloud for unparalleled expertise, reliability, and secure QuickBooks solutions that propel your business to new heights. Recognized for excellence, we have received prestigious awards,

including "Best Outsourced Technology Provider" by CPA Practice Advisors Readers' Choice Awards for two consecutive years and "Most Innovative Cloud Solutions Provider" in the Global Business Awards.

Further solidifying our standing, Ace Cloud proudly boasts 17 badges in G2's 2023 Fall Report. Choose the award-winning expertise of Ace Cloud for unmatched excellence in application hosting and cloud solutions.

We offer QuickBooks hosting on superfast SSD-based servers with 99.99% uptime, 45-day rolling data backup, and always-on support. Also, you get a 7-day free trial of the services.

[START YOUR 7-DAY FREE TRIAL](#)



Hear From Happy Customers

At South Bay Accounting, we understand that continuous improvement is necessary because clients get used to the existing standards, quickly. In Ace Cloud, we have a partner with the coherence of this understanding.

[Read full story](#) →

Steve Nevil

CEO,
South Bay Accounting



Dennis Dockery

Owner of Dennis Dockery CPA,
PLLC

I can say that Ace Cloud's response time and service are remarkable. I have never had to wait on the phone for service. If I requested a call, they called me back, in a timely. I have not experienced this level of service with any other hosting company.

[Read full story](#) →

Issues can occur with any software. It is how you handle them that counts. The support at Ace Cloud has been amazingly responsive and attentive. If there is an issue, we get a phone call or email response immediately.

[Read full story](#) →

Ted Hanna

Operations Manager
Drive Accounting





References

1. [83% Of Enterprise Workloads Will Be In The Cloud By 2020 - Forbes](#)
2. [High Availability - Wikipedia](#)
3. [QuickBooks Hosting Review – Benefits, Pricing & Customer Reviews – Ace Cloud](#)



Thank You!

www.acecloudhosting.com