FAQ's on the future of EMiR Software

1. **What does SaaS (Software as a Service) mean for my business?**
    It means, that as we have always promised, we are future-proofing EMiR with its next phase of growth to take advantage of the latest software development and technology platforms.

2. **How long will my current version of EMiR be supported for?**
    Your current version of EMiR will continue to be supported and maintained for the foreseeable future and has no defined end date. At some point though, we hope you will look to move to the SaaS version for the functionality benefits it will provide your business and we will help you make that transition as easily as possible.

3. **When will I be able to upgrade? How much will it cost?**
    We plan to develop the first SaaS version over the next 2 years and then you will be able to apply for your upgrade and migration when a solution is ready. Whilst there is likely to be a small initial upgrade and data migration fee, we hope in most cases, that the annual cost for the SaaS version will be line with your current annual payments. We will review your system and options and come up with a suitable offer for you individually.

4. **Can I run the SaaS version of EMiR on my own Windows Server hardware that I run the currently EMiR on?**
    Yes, you can, though you may wish to look at making use of alternative options too in due course.

5. **Will you be changing the company name?**
    No, we will continue to trade as EMiR Software, provided by Solutions in IT.

6. **Will you be moving office locations?**
    No, we will continue to work out of our current locations. We will additionally have a new development team in Sussex too working on the SaaS version.

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7. **Will there be any amendments to our current contracts?**
   No, your current contracts will stay as they are reflecting your use of EMiR. Any upgrade will include a full review of your ongoing contracts.

8. **Will I need to contact a different support line?**
   No, there is no change to your EMiR Support contact details.

9. **Will you to continue to develop the current version of EMiR?**
   Yes, we are committed to developing and enhancing EMiR to meet our customers' needs. It's business as usual!

10. **Will there be a change to who I am invoiced by?**
    No, you will still be invoiced by Solutions in IT.

11. **Will there be any staff changes at EMiR?**
    There will be no staff changes and all staff remain in their same positions.

12. **How will I keep up to date on CSL's progress of SaaS?**
    We will keep you informed on the progress of the SaaS development on a regular basis and we will give you the chance to see things as they develop once we have a solution to show you.

13. **Does this announcement effect any of the services I provide to my customers through EMiR?**
    No, there is no difference to the current software offering you have now.

14. **Can I speak to someone at EMiR about this?**
    Yes, please get in touch to ask us anything. We also plan to offer a live Q&A with Geoff Perkins [CSL] and Gary Downes, so you can get any other questions asked. Please get in touch to register your interest for this and we will then look to set dates for an online meeting.