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Data Storage in CloudBlue Connect

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Where is CloudBlue Connect data hosted?

CloudBlue Connect is hosted on the highly reliable Microsoft Azure servers which guarantees optimal uptime and security for all our customers and data (including order, asset, and tiers information within the platform).

Our hosting partner, Microsoft Azure, provides world-class Azure data centers protected by biometric locks and 24-hour surveillance. We ensure that our applications are always up to date with the latest security patches.

How is the data stored?

The product is built on multi-tenant cloud architecture and every customer's data is logically segregated with a unique tenant ID so that one customer cannot access another customer data.

Data Segregation:

CloudBlue Connect uses a multi-tenant data model to host all its applications. Each application is serviced from an individual virtual private cloud and each customer is uniquely identified by a tenant ID. The application is engineered and verified to ensure that it always fetches data only for the logged-in tenant. Per this design, no customer has access to another customer's data.

Can the data hosting region be moved? How long will the process take?

CloudBlue Connect issues standard hosting regions for our customers (primarily in West EU and Central US). However, if requested by the customer, the data residency of the data within the customer's account (order, asset, tiers information, and other related account-specific information) may be hosted in an Azure database in a different region than the standard Connect databases.*

For a list of available Microsoft Azure databases, please refer to this link:

https://azure.microsoft.com/en-us/global-infrastructure/data-residency/

* – Custom terms and agreements may apply