

FAQs

We are expanding our cloud offering

What is happening?

EQ is adding Azure to its cloud hosting strategy . We have previously communicated we are closing its on-premises datacentres and transferring the data to the Public Cloud services Which now Includes MS Azure as well as Amazon Web Services (AWS). UK Migrations will continue through the balance of 2026 .

Why are you adding a new Cloud provider?

Moving to a Cloud-based data hosting solution will:

- Leverage the strengths of leading cloud platforms
- Reduce dependency on any single provider
- Future options to enhance operational resilience
- Future options to improve business continuity
- Expand services available from multiple cloud providers
- Generate greater opportunities to deliver change;

Why MS Azure?

Selecting MS Azure and AWS hosting provides services from both industry leaders. Our partnership with Microsoft is a key component of this strategy. Microsoft Azure is an enterprise-grade cloud platform with deep capabilities in security, compliance, data, and global scale. Just as importantly, Microsoft is at the forefront of **artificial intelligence innovation**, with Azure serving as the foundation for advanced AI, analytics, and machine-learning technologies. This position allows us to responsibly adopt and integrate AI-driven capabilities that can enhance our products and services over time, while maintaining the trust and security our customers expect.

Where will data be stored?

All data will remain within the original countries of origin and will not be allowed to move outside those jurisdictions. This will be provided by leveraging Azure's geo-local facilities and rigorous access and data movement controls. As happens today, some business processing will take place in India using secure sessions back to the services operating in the country of origin of the data. These secure sessions prevent the download / persistence / printing of any data to the operator's location.

When is the migration taking place?

UK Migrations will continue through 2026 US Migrations will continue in 2026 and conclude in 2027. It's important to note that we are methodically targeting applications into multiple migration groups and staging them to minimize any client disruption. To date we have migrated about half of the servers population with almost no disruption. Exact migration event dates will be defined as the project progresses.

How will data security be assured?

Equivalent measures that EQ already apply to our on-premises systems have also been applied to all cloud environments. Although Public Cloud is the term applied to this industry these are dedicated to one business, clients can be assured that this in no way implies any less security for their data. In fact, AWS and Azure have the highest level of operational certifications available. The mechanisms that we will continue to apply include (i) encryption of all data in transit and at rest; (ii) rigorous access control; and (iii) constant monitoring for security events across the cloud environment. All EQ systems will continue to operate in a secure environment certified against the ISO27001:2022 international standard. We are also benchmarking the AWS cloud environment against the Cloud Security Alliance Cloud Controls Matrix (CCM) to provide additional assurance. Where clients currently receive independent System and Organisation Controls (SOC 1 and SOC2) reports, and/or summarised security penetration testing reports, they will continue to receive them. All of these will be adjusted to take account of use of the Cloud environment. The EQ Group ISO27001:2022 certificate is also available to clients as required.

EQ will, as a minimum, maintain the same backup and recovery capabilities, Recovery Point and Recovery Time Objectives (RPO/RTO) as specified for the existing services provided to you. The AWS Cloud environment provides additional capabilities that EQ will use to progressively enhance service resiliency over time.

EQ is satisfied, following our risk assessment, that Azure and AWS's information security governance adequately conform with relevant Data Protection Laws.

Will there be any performance impact during the migration project?

No performance degradation will occur as part of this migration, but instead it will result in an overall improvement due to advancements in environmental capabilities. Any planned maintenance windows will also be communicated well in advance.

When the migration to Azure has successfully completed, EQ will then be able to utilise exciting new capabilities to enhance the services we currently provide to you. We will only deploy technologies that meet our stringent requirements and our strategic approach to data security and compliance as set out above.

What will happen to the data currently held in the on-premises datacentres?

All physical infrastructure no longer required after Cloud migration will be securely decommissioned by a preferred specialist supplier under close EQ supervision. All client data remaining in those systems will be removed beforehand and storage media still retaining data will be securely destroyed onsite.

Do I or my company need to do anything as a result of this migration?

Clients will need to update any IP addresses they whitelist for EQ (not all clients will have IP address whitelists) and EQ will advise of IP address changes. An example of Whitelists is SFTP file transfers inbound and outbound are usually IP based controls