

My Organisation is Closing or I am just Cancelling ChilliDB - how do I get my ChilliDB Data?

If your organisation is closing down or you are just looking to cancel your ChilliDB subscription, you also need to consider your ChilliDB database and the information that it holds along with respect to any final reporting requirements you may have with your stakeholders.

Under the Service Level Agreement for ChilliDB (See article: *Support Process, Response Times, Entitlements, Hosted Services, SLA* in the Articles section of the ChilliDB HelpDesk – search for “SLA”), you are required to provide 30 days’ notice in writing (email or HelpDesk ticket is fine) that you will be closing down and that you wish to cancel your subscription.

This guide gives you some options which you can choose from to ensure that you cover off your ChilliDB database.

Understand your invoicing

Invoicing is generated monthly in advance for all Hosted clients, or annually for OnSite clients. Check your last invoice to determine when your next invoice will be generated so you can ensure it is paid to avoid additional fees and possible cancellation of your service before you are ready.

Options Available to managing your Database for Hosted Clients

You have the following options, you need to let us know through ChilliDB HelpDesk which option that you would like to take.

- **Option A: Pay to have your system operational for a number of months** for example, to allow for reporting access. Many organisations take this option to ensure that any information requests can be met. Firstly, assess your likely licensing requirements (how many users will be using ChilliDB during this transition period) then ask to have your final invoice created through until the nominal date with the licenses you require. You can estimate your total by looking at your last invoice, adjust it by the number of licenses you are removing, and multiplying out the months. At the end of this time, your system will be automatically deleted shortly after the agreement expires – you should look at the other options available here to cover what would happen after that date.
- **Option B: You can pay your invoicing through until the nominal date you will be closing**, then have it turned off. Before then, you can export your data from your system using Searches, Data Mining or Reports you have in your system. Your system will be automatically deleted shortly after the agreement expires.
- **Option C: We can provide a SQL Server database backup along with your File Attachments which you can download.** You would need SQL Server (any current version) to setup the database backup to get your data back out for reporting if you needed to. We strongly encourage you to test the downloaded SQL Server database backup to ensure that no error occurred in the download or handling of the file. The cost for this would be \$640 ex-GST. You would need to schedule this through the ChilliDB HelpDesk before the end of your agreement. Your system will be automatically deleted shortly after the agreement expires. All of the file attachments that you have uploaded

into ChilliDB will be zipped up. Their original file names will be lost, however ChilliDB database tables will hold the mapping information if your restore your database backup. Accessing the information for reporting would be through querying the database using SQL queries. This approach is the best solution as you can always extract any ad-hoc information request when needed.

Options Available to managing your Database for OnSite Clients

You have the following options, you need to let us know through ChilliDB HelpDesk which option that you would like to take.

- **Option A: Do nothing** – ChilliDB is hosted on your own server. You can have your own IT Support Provider archive the entire windows server to a virtualised server or equivalent.
- **Option B: Export your own data** from your system using Searches, Data Mining or Reports you have in your system. You can then have your system archived or deleted by your IT Support Provider.
- **Option C: We can provide a SQL Server database backup along with your File Attachments for you to then Archive safely.** You would need SQL Server (any current version) to setup the database backup to get your data back out for reporting if you needed to. The cost for this would be \$1,500 ex-GST. You would need to schedule this through the ChilliDB HelpDesk before the end of your agreement. Your system will be completely shut-down during this process and not operation after that point to ensure the integrity of the backup taken. All of the file attachments that you have uploaded into ChilliDB will be zipped up for you. Their original file names will be lost, however ChilliDB database tables will hold the mapping information if your restore your database backup. Accessing the information for reporting would be through querying the database using SQL queries. This approach is the best solution as you can always extract any ad-hoc information request when needed.

Finalise your Invoicing

It may be that you choose a couple of the option above to suit your situation best. Regardless, it is important to let us know which option(s) you would like to take through ChilliDB HelpDesk – www.chillidb.com/HelpDesk and for Hosted Clients, ask us to finalise your invoicing through until the nominated date you select.