

Help – General

Broad information about nVISION On Demand

1. Is my data backed up in case of an emergency?	2
2. Is nVISION On Demand reliable, secure, and confidential? Is our data safe? Where is the data hosted?	2
3. Can I keep certain people/clients from seeing specific projects? How do we set permissions?	2
4. What if an employee leaves the company, how can we protect our data that has been loaded into nVISION On Demand under that user’s account?	2
5. What does anonymous aggregation of business data mean? Why is it useful?	2
6. Can we install nVISION On Demand on our own server?	2
7. Do you provide phone support?	3
8. Can you customize nVISION On Demand for us?	3
9. Are there sign-up fees? Termination fees? Any hidden fees we should know about?	3
10. Can I make an advanced payment for nVISION On Demand?	3
11. What forms of payment do you accept?	3
12. Do you have special pricing for non-profits, universities, or other groups in need?	3
13. Do you have an affiliate or reseller program?	3
14. Is nVISION On Demand available in other languages besides English?	3
15. If we upgrade will we be billed twice this month?	4
16. Can I transfer a data mart to a new owner?	4
17. What is a sharing license?	4
18. What happens if I try to upload a report that would put me over my limit?	4
19. What happens if I share with too many people?	4
20. If I downgrade I am over a limit, what happens?	4
21. Can I remove a report so I am below my limit?	5
22. What if I want to use nVISION On Demand with my whole company?	5
23. Can I set up a data mart where individual users see different amounts data?	5

1. Is my data backed up in case of an emergency?

nVISION On Demand hosts user data on infrastructure which provides Business Continuity in the case of a server crash. Reasonable steps are in place to ensure Disaster Recovery. Backup of all user data is performed every 24 hours, and in the case of a server side crash will be restored. nVISION On Demand does not ensure recovery of data if the data was lost due to the user; however, in this situation, contact us (604-891-5571) and we will assess the situation.

2. Is nVISION On Demand reliable, secure, and confidential? Is our data safe? Where is the data hosted?

Data security is of paramount importance at nVISION On Demand. nVISION On Demand uses industry-standard encryption to protect your business or corporate data. nVISION On Demand also allows you to select who you share information with, so you can reveal as little or as much to whomever you want

Learn more about nVISION On Demand's data security in the FAQ section, but here are our general policies and beliefs around data:

- You can delete your private data from nVISION On Demand when you want.
- You own your private data, not us.
- You can share or not share your private data with whomever you want, when you want.

Once you have signed into nVISION On Demand, all communications go through a 128-bit encrypted https connection. nVISION On Demand is hosted by an industry-leading data center with the highest standards of data security, reliability and integrity. Secure networking standards, including SSL and AES, are used to protect data during transmission and display. nVISION On Demand creates a separate database for every user account, ensuring your data will never be seen by another user without your permission.

3. Can I keep certain people/clients from seeing specific projects? How do we set permissions?

By default, all your data is private. Other nVISION On Demand users will only be able to see the data if you share it with them. Read the help document entitled "Sharing" for more information.

4. What if an employee leaves the company, how can we protect our data that has been loaded into nVISION On Demand under that user's account?

A written request can be made to nVISION On Demand to have a user account removed if there is any potential compromise of your corporate data.

5. What does anonymous aggregation of business data mean? Why is it useful?

Any business data you share with the nVISION On Demand community is stripped of personally identifying information and aggregated anonymously. This lets you benchmark your performance against comparable organizations, while still protecting the confidentiality of your personal and business information. It's one of the most valuable benefits of using nVISION On Demand.

6. Can we install nVISION On Demand on our own server?

Yes it is possible. nVISION On Demand has been designed to be a hosted product (we manage the servers, the installation, and the security so that you don't have to) but it is possible to deploy it as an "appliance" within your own environment. Contact

Symmetrics (info@symmetrics.com) for more detail. Also Symmetrics does have a full on-premise solution called [nVISION Contact Center Performance Management Suite](#).

7. Do you provide phone support?

Yes. If you are not sure if nVISION On Demand is right for you, have any questions, or need some help, please don't hesitate to call us (604-891-5571) and the appropriate resource will speak to you directly.

8. Can you customize nVISION On Demand for us?

Naturally, we want nVISION On Demand to work for you. We are fully available to help set-up your nVISION On Demand account to meet your needs; however, we can not customize the application for each user.

9. Are there sign-up fees? Termination fees? Any hidden fees we should know about?

No. Other than the monthly fee and tax, if applicable, there are absolutely no other hidden fees associated with nVISION On Demand. You will only pay for services such as an account and extra storage.

10. Can I make an advanced payment for nVISION On Demand?

Yes. Making a payment in advance is easy to do. Simply call us (604-891-5571) and we can quickly set it up for you.

11. What forms of payment do you accept?

nVISION On Demand currently accepts select credit cards (Visa and Mastercard) or company checks/POs for prepaid subscriptions or site licenses.

12. Do you have special pricing for non-profits, universities, or other groups in need?

We want to make nVISION On Demand available to as many people as possible. Please give us a call (604-891-5571) and we will be happy to discuss this.

13. Do you have an affiliate or reseller program?

No. At this time nVISION On Demand is available only from Symmetrics directly.

14. Is nVISION On Demand available in other languages besides English?

No. Unfortunately nVISION On Demand is only available in English at this time.

15. If we upgrade will we be billed twice this month?

No. When you upgrade (or downgrade) the new level of service will begin immediately; however, you will not be billed to new price until the next billing date (which will remain the same as before the change).

16. Can I transfer a data mart to a new owner?

Users are not currently able to transfer a data mart to a new owner; however, it is possible to do. Give us a call (604-891-5571) and we will be happy to help you with the transfer.

17. What is a sharing license?

One key privilege of a paid nVISION On Demand account is the ability to share Data Marts, and Questions with other users. Sharing licenses are required to share with other users, and you must have one licence per user. If you have 5 sharing licenses, you have to ability for six accounts to view the data (including yourself).

18. What happens if I try to upload a report that would put me over my limit?

nVISION On Demand will not let you upload past your limit, but instead notify you of the situation. In order to add more data you must either remove a Data Mart, or upgrade your account.


19. What happens if I share with too many people?

If you try to share with too many people, nVISION On Demand will notify you. In order to invite more members, you must either remove sharing permissions from an individual, or upgrade your account.

20. If I downgrade I am over a limit, what happens?

If you downgrade to a number of sharing licenses less than your number of shared users, the most recently shared users will no longer be in the group. If you downgrade to an amount of data less than your volume of uploaded data your existing data marts and questions will still be available, and questions can still be asked (but not saved) of your data, nor can additional data be uploaded to the data mart.

Usage Statistics		
Disk Space:	You are using 4.29 MB of your 100 MB (4%)	Details
Sharing:	You are using 2 of your 1 licenses (200%)	Details

 **You need to upgrade your licensing plan**

Some of the people you are sharing with are not able to access your private groups.

What are my next steps?

Click "Details..." to review usage details

Upgrade to a new licensing plan

21. Can I remove a report so I am below my limit?

Unfortunately, reports can not be removed from an nVISION On Demand Data Mart. In order to reduce your storage space, you must delete a Data Mart.

22. What if I want to use nVISION On Demand with my whole company?

We do provide enterprise and site licensing. Feel free to give us a call (604-891-5571) and discuss the possibilities.

23. Can I set up a data mart where individual users see different amounts data?

It is possible to set-up a shared Data Mart where different users have different view abilities; however, it currently can not be done by the user. Please feel free to give us a call (604-891-5571) and discuss how we can facilitate your situation.