# Our offering to companies subscribing to cloud services (for Customers):

If you are a Customer; do you:

* understand which rights and obligations you get when going into the cloud?
* know how the terms and conditions may affect what you can host or use in the cloud, or if you can use cloud at all?
* understand the benefits or pitfalls of the various ways to buy cloud services, e.g a direct agreement or purchase via a reseller?
* have control over regulatory requirements you need to be compliant with when you contract and when the terms and conditions are updated?

The CloudTermsGuide tell you all you need to know if you are a customer.

## By using the CloudTermsGuide you will:

* understand your rights and obligations when accepting the applicable terms and conditions for cloud services.
* get an overview of which internal routines/policies that should be establish in order to ensure compliance with your obligations/avoid being in breach and risk liability or suspension.
* be guided as to whether regulatory requirements may prevent or affect your use of the cloud services.
* get access to a SaaS T&C tool (since we cannot review all the SaaS agreements available in the market) that will help you assess the risk and responsibilities in your various SaaS agreement, and which can be used as a check list before you enter into contracts or renew them.
* get access to templates you may use in procurement processes, in contract drafts or evaluation.

**The primary goal is to quickly enable potential customers to understand their rights and obligations, that their use of such services is compliant, in order to significantly shorten down “time to market”.**

## The service gives you:

* **Level 1** is a summary of your rights and obligations according to the subscription terms from Google Microsoft og Amazon. For many customers this may be sufficient.
* **Level 2** is a detailed review of the subscription terms, so you as a customer receive guidance to turn every stone and really understand the details of your rights and obligations. Our service also includes a risk evaluation tool that you can use to score the various risks and responsibilities, including possible mitigations. Where sensible, we have included suggestions for mitigations from a legal and a solution architect perspective. This can be used to make a thorough decision before contracting. For your country, it also includes guide to local legislation (applicable for any sector).
* **Level 3** is a detailed review of the service terms, mapped with any sector specific rules and legislation. If you for instance are a financial institution and subject to European Banking Association regulations, or an insurance company subject to EIPOA regulations, we provide a detailed overview of all applicable rules and regulations. Further we identify how/where such rules and regulations are addressed in the applicable T&C’s, and also give an assessment as to if you will be compliant or not. As with our Level 2 offering, this includes our risk evaluation tool, and the risk assessment can be stored either in our service or locally by you.

As there are many different ways to purchase cloud services (directly via the cloud suppliers, via resellers, or embedded as part of other services offerings such as SaaS), we provide a detailed review of the various subscription programs for each of the three cloud suppliers. Take Microsoft Azure as an example, if you contract directly with Microsoft you may subscribe under the MOSA program if you sign up online, under MCA (Microsoft Customer Agreement) if you sign an agreement with Microsoft or a reseller (CSP), or under the Enterprise Agreement if you have more than 500 subscription licenses (and are a public entity). The terms and conditions differ somewhat from each other, and also differ from Microsoft terms and conditions when purchased through a reseller/integrator. We give you guidance irrespective of the agreement model.

## Why will this be helpful for you?

This guide is made by two experienced (20+ years) IT lawyers and an experienced (28+ years in Accenture) solution architect. They have guided clients both on the customer and supplier sides, working on many of the largest IT and cloud deals in the Nordics over the last decades. By signing up for the service, you get access to advice for a low subscription fee, which you as an individual client would have paid substantially more for.

Note also that we will also publish **updates** when relevant. For most of the three cloud suppliers, we see updates in the service terms each month. We offer news alerts and monitoring when updates have been made, and so that you may do an updated risk analysis. By subscribing you will know if changes in T&Cs make you non-compliant etc. We will also offer additional webinars from time to time.

Note that the intention of this guide is not to identify terms and conditions that you should try to negotiate with the applicable cloud supplier. Most companies do not have the “negotiation power” to require improvements, so it’s normally a waste of time to try, unless one can point to regulatory requirements applicable to all or segments of customers. As mentioned before, our intention is to enlighten customers so you all know your rights and obligations, may make enlightened decisions and expidite “time to market”.

## Who are our users?

Our users are anyone in an organization that assesses the risk and responsibility of cloud terms, such as legal/compliance, risk assessment, financials, solutioning etc.