



## FAQ

6/20/2024

## Frequently Asked Questions

### How is the new Agora offering different from Denodo's current cloud-based solutions?

Traditionally, the Denodo Platform was comprised of application instances that users installed in their environment, cloud or on-premises, and managed like any other application. Agora builds on the core capabilities of the Denodo Platform by automating infrastructure and operations for the customer, thus alleviating IT burdens. It enables flexible deployment and licensing, enabling organizations to adapt to dynamic business needs more efficiently. By reducing operational overhead, companies can focus more on leveraging data to drive innovation and growth, aligning IT resources with strategic business objectives, for enhanced competitiveness.

### Is it necessary to migrate my data to the Agora platform?

No, your data remains within your environment. Agora operates on two distinct layers: the Control Plane and the Execution Plane. The Control Plane, managed by Denodo within their cloud environment, offers essential account and subscription management services alongside centralized tools like Solution Manager, License Manager, Design Studio, and Monitoring and Diagnostics. In the Control Plane, users perform such tasks as data model development, system performance optimization, user role management, and data security configurations. The Execution Plane, on the other hand, situated within the customer's cloud account, facilitates data processing through servers like VDP, Scheduler, and Data Catalog. This setup keeps your data within your cloud account, enhancing security by minimizing open firewall ports and allowing for stricter access controls. This dual-layered approach not only simplifies compliance with regulations but also leverages existing security measures while providing an additional layer of security through the Denodo Platform's data access layer.

### Is there a trial version available for the SaaS offering?

Yes, Agora is available for a free trial. Denodo offers 500 free credits to qualified prospects, enabling them to use and experience the value of the Agora platform immediately.

## Are all of the traditional Denodo Platform capabilities available on Agora?

Yes, all capabilities will be available on Agora, and the following tiers will be available: Standard, Enterprise, and Enterprise Plus. Learn more about the differences between these tiers, [here](#). NOTE: Some features will not be available in the initial release of Agora, but these are expected to follow shortly thereafter. Most notably, the embedded massively parallel processing (MPP) engine will not be available in the initial release.

## Through which cloud service providers will Agora be accessible?

Initially, Agora will be available on Amazon Web Services, and Microsoft Azure will follow shortly after that.

## In what geographical regions will the SaaS be accessible?

Agora will be available in Asia, The Americas, and Europe.

## How does Agora's pricing structure differ from Denodo's existing pricing models?

Traditionally, the Denodo Platform was priced based on processors/cores. With Agora, pricing is based on usage. Users purchase credits and burn them down based on usage. This enables users to scale up or down based on their changing business needs. There is also an annual base fee based on anticipated deployment size.

## What is involved in deploying and scaling an Agora environment up or down?

Through Agora's one-click templates, users can access predefined deployments ranging from a simple evaluation server to a comprehensive enterprise setup with multiple environments. Additionally, users can easily scale up or down, so changing from eight systems to one is just a matter of clicking a few buttons.

## How does Denodo manage development and testing licenses?

Denodo does not differentiate between development, test, or production instances. The consumption of credits is the same across all environments.

## Is there any limit to the number of users on the Agora system?

No, Denodo does not restrict the number of users who can use the system.

## What certifications does Agora possess?

Agora has achieved both SOC 2 Type II and SOC 3 Type II reports. These reports focus on security, availability, and confidentiality. Additionally, Denodo Technologies has recently renewed and upgraded its ISO/IEC 27001 certification to the latest standard (ISO/IEC 27001:2022). This certification covers the delivery of professional, educational, support, and IT infrastructure & data services, across all facilities. These certifications should assure customers that Denodo is equipped to safeguard their data, maintain service availability, and uphold confidentiality.

## Do Denodo's personnel have access to customer's data?

No, Denodo's personnel do not have access to the Execution Plane; hence, they can not access customers' data.

## Do Denodo personnel have access to the web tools customers utilize to connect to the Execution Plane from the Control Plane, specifically, the Design Studio and the Diagnostic & Monitoring tool?

No, Denodo personnel do not have access to those tools.

## What language(s) are supported for the Agora interfaces?

The language of the Denodo Data Catalog, the Denodo Design Studio, and the administration tool of the Scheduler is English by default. You can change the language of these applications by following the instructions [here](#).

## Does Denodo Collect and Use any Personal Information?

Denodo collects, through the Agora service, standard customer personnel information such as name, email address, phone number, occupation, company, role, and general location.

We use such information to create an Agora account and provide login information so users can access certain content and manage their subscriptions in the Agora service. This information is also used to deliver professional, educational, and support services. Denodo will use any personal information that it may collect or obtain in connection with Client's use of the Agora service, in accordance with Denodo's privacy policy, which is available at: [www.denodo.com/en/privacy-policy](http://www.denodo.com/en/privacy-policy).

## Where does Denodo store your personal information?

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA") that may not be subject to equivalent data protection laws.

Where your information is transferred outside the EEA, we will take all steps reasonably necessary to ensure that your data is subject to appropriate safeguards, such as relying on a recognized legal adequacy mechanism, and that it is treated securely and in accordance with this privacy policy.



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