



Moving Your Sage Environment to the Cloud:

A Decision-Maker's Guide to Evaluating Cloud Hosting Providers

2026 Edition

Executive Summary

The decision to migrate your Sage environment to the cloud is one of the most consequential technology investments your organization will make. Yet many businesses treat cloud hosting as a commodity — choosing providers based solely on price without examining what lies beneath the surface.

This white paper is designed to help construction and real estate organizations evaluate cloud hosting providers on the criteria that truly matter: datacenter tier, Sage-specific expertise, security depth, architecture redundancy, and total cost of ownership. Armed with the right framework, you can avoid costly mistakes and select a partner who will act as a true extension of your IT team.

1. Critical Considerations: Moving Beyond the "Office Closet"

When transitioning your Sage environment, the "Cloud" is not a commodity. You must evaluate the foundation your business will run on. The following considerations represent the most common failure points organizations encounter when selecting a generic hosting provider.

Support & Sage Expertise

Generic help desks are trained to manage infrastructure, not accounting software. When a payroll run fails or your job-cost module behaves unexpectedly, a provider without deep Sage knowledge will simply point fingers back at your Sage partner. You need a hosting team that understands Sage's unique database architecture and can serve as your first line of defense.

Questions to ask every provider:

- How many Sage-certified engineers are on your support team?
- Do you support Sage 300CRE, Sage 100 Contractor, Estimating or Paperless, natively?
- What is your average response time for Sage-specific incidents?
- Do you support the 3rd party applications that work with Sage?

Accessibility & Mobility

Your field teams and traveling executives cannot afford to be tethered to a clunky VPN or a Citrix environment that was designed in 2005. Modern cloud hosting should provide seamless, secure access to live Sage data from any device: laptop, tablet, or phone, without friction.

The consequences of poor accessibility are productivity loss and frustration. When employees struggle to connect or experience latency during critical workflows, the "cheap" cloud option quickly becomes the expensive one.

Workflow Integration

Sage does not exist in isolation. Your team needs to print from Sage, save files to local desktops, email reports directly out of the application, and integrate with third-party tools to take true advantage of your Sage application. A cloud environment that cannot support these day-to-day workflows creates workarounds that erode efficiency and introduce data risk.

Evaluate how each provider handles:

- Local printing from a hosted Sage session
- File saves to local and network drives
- Email integration directly from Sage modules
- Third-party integrations such as document management systems, time tracking and attendance software, and many more

Scalability Without Capital Expenditure

One of the core promises of cloud hosting is the ability to grow without hardware refresh cycles. As your headcount grows, can you add users and applications instantly? Or will your provider require lead times, hardware procurement, and capital expenses that negate the cloud's core advantage?

True enterprise cloud environments scale elastically. Evaluate whether your provider bills by the user or the usage and whether you can scale up or down without penalties or procurement delays.

2. The Comparison Framework: How to Rank Providers

Use the table below to evaluate whether a prospective provider is built for enterprise-grade construction and real estate operations — or is simply "hosting files" in a generic data center.

Feature	Enterprise Cloud (myCREcloud)	Generic / "Budget" Hosting
Datacenter Tier	Tier IV: Fully fault-tolerant, 99.99% uptime guarantee.	Often Tier I or II; higher risk of outages and downtime.
Performance	Sage-Optimized: Environments purpose-built for Sage workloads.	"One size fits all" shared servers; often sluggish under load.
Redundancy	2N+1 Fully Fault-Tolerant: Redundant power, cooling, and 12-carrier blended internet.	N+1 or none; single points of failure throughout the infrastructure.
Security Layer	Multi-Layered: Biometrics, 24/7 armed guards, and stateful high-availability firewalls.	Basic software firewalls and limited physical security measures.
Experience	Generational: Deep roots in Sage dating back to 1979 with over 500 Sage companies utilizing services.	Generalists with no specific Sage training or certification.

The distinction between Tier IV and Tier I/II infrastructure is not merely technical — it is operational. Tier IV datacenters provide concurrently maintainable infrastructure with fault-tolerant power and cooling, meaning no single component failure can bring down your environment. Tier I and II facilities make no such guarantee.

3. Red Flags: What to Watch Out For

Do not be fooled by a low sticker price. Hidden costs and structural risks are common in generic or on-premise cloud arrangements. The following red flags should disqualify any prospective provider from serious consideration.

■ Hidden Fees: Egress & Ingress Charges

Many providers, including major hyperscalers like Azure and AWS, charge for every file you pull out of or push into their servers. These egress and ingress fees are rarely disclosed upfront and can add thousands of dollars per year to your actual cost. Ensure any provider you consider offers predictable pricing that includes unlimited data access.

■ The "Support Black Hole"

If you cannot reach a U.S.-based engineer by phone when payroll is due, the "cheap" cloud becomes the most expensive mistake your organization will ever make. Evaluate support SLAs rigorously. Ask specifically:

- Is phone support available when you need it?
- Are support engineers U.S.-based?
- What is your escalation path for Sage-critical incidents?

■ Restricted Control Over Your Own Environment

Some hosting providers lock you out of your own server environment. You should always maintain a clear path to administrative rights to your data and your environment. Any arrangement in which the provider retains sole administrative access creates a dangerous dependency and limits your ability to migrate, audit, or manage your own data.

■ Inadequate Backup Strategy

On-site or single-location backups are useless in a true disaster. Ransomware attacks and zero-day exploits target exactly these configurations. Demand geographically dispersed, off-site backup redundancy with point-in-time recovery capabilities. Your provider should be able to answer:

- How many backup copies exist, and where are they stored?
- What is the Recovery Time Objective (RTO) and Recovery Point Objective (RPO)?
- Are backups immutable, and are they tested regularly?

4. Total Cost of Ownership: Beyond the Monthly Invoice

A rigorous cloud provider evaluation must account for total cost of ownership (TCO), not just the monthly subscription fee. Organizations that select a provider based on advertised price alone consistently underestimate the potential downstream costs of poor infrastructure decisions.

When calculating TCO, include the following factors:

- Downtime cost: What is one hour of Sage unavailability worth in lost productivity, missed billing, lost bids, and payroll errors?
- Support escalation costs: How much staff time is spent managing workarounds when the cloud environment fails?
- Migration costs: If you need to leave a provider, how difficult and expensive is data extraction?
- Hidden fees: Egress charges, storage overages, and add-on support tiers erode stated pricing rapidly.
- Compliance costs: Does the provider's infrastructure meet your industry's data handling requirements (SOC 2, CMMC, HIPAA, etc.)?

An enterprise-grade provider with a higher stated monthly cost will frequently deliver a lower TCO when these factors are modeled over a 3–5 year horizon.

5. Recommended Due Diligence Checklist

Before signing any cloud hosting agreement, request written answers to each of the following:

- What is your datacenter's Uptime Institute certification tier?
- How many years of Sage-specific experience does your support team have?
- What redundancy architecture do you provide for power, cooling, and connectivity?
- What are your physical security controls, and are they audited by a third party?
- Are egress/ingress fees included in your pricing, or billed separately?
- Where are backups stored, and how are they protected against ransomware?
- Do I retain full administrative rights to my hosted environment?
- What is your SLA for Sage-specific support incidents, and what are the remedies for breach?
- Can I speak with a current client in the construction or real estate sector?
- What is your exit process if I choose to migrate to a different provider?

Conclusion

Choosing a cloud hosting provider for your Sage environment is a long-term strategic decision, not merely a short-term purchasing decision. The lowest price often reflects the lowest level of investment in the infrastructure, expertise, and redundancy that your business depends on.

Organizations in construction and real estate operate on tight margins, complex job-cost structures, and time-sensitive payroll cycles. You need a hosting partner who understands that reality, has built an environment to support it, and is reachable by phone when it matters most.

Evaluate every prospective provider against the criteria in this white paper. The right partner will welcome that scrutiny.

Get in Touch

For more information, contact your myCREcloud representative:

Tyler Mathis tyler.mathis@mycrecloud.com | 619.704.2969