Frequently Asked Questions

Your pathway to Squiz DXP (SaaS)

The same Squiz products you already use and love - but better. Unify your systems, content, data and workflows from one place.

Squiz DXP (SaaS)

What is Squiz DXP (SaaS)?

Squiz DXP (SaaS) is a Digital Experience Platform (DXP) that helps you build, manage and connect digital customer experiences from one central place. The Squiz DXP unifies content management (Matrix), site search and insights (Funnelback), customer data (Datastore) and an open ecosystem of integrations (Connect) in a single platform.

Whether it's websites, portals, intranets or social media - the DXP empowers organizations to efficiently create and optimize customer experiences across digital touchpoints instead of managing each one on its own. This makes it easier for teams managing different parts of the customer lifecycle to collaborate and align on the customer experience.
A flexible and open DXP brings together the data, content and systems needed to deliver customer experiences via API integrations. These integrations could include a CMS, CRM, site search engine, marketing automation, or any other tool that has an API. This means fragmented technology ecosystems with siloed data sources can finally work together.

When your systems, data and content are connected using a DXP, you can deliver contextual customer experiences to different audiences based on their needs:
- Unlock all of your content through site search - no matter where it lives,
- Maximize customer data from different sources more effectively,
- Personalize web content based on user attributes,
- Ensure brand compliance across all your touchpoints through content workflows,
- Pre-fill forms for returning visitors,
- Ensure content is accessible and meets guidelines,
- And much, much more.

Why do I need Squiz DXP (SaaS)?

The Squiz DXP (SaaS) is built for lean teams in complex, service-led organizations. It's different from other DXPs in the market as it allows you to bring the tools and systems you already love, unify them in one place, and drive connected experiences from a single platform. Rip-and-replace is not required unless it's what you want. The Squiz DXP (SaaS) allows you to complete a total digital transformation, or simply level-up with additional digital capabilities - in a way that works for you.

Key benefits of the SaaS-based Squiz DXP:
- Scale easily based on demand, with a considerable cost reduction compared to rigid on-premise solutions,
- Reduce vendor lock-in with the flexibility to add, change or remove components when your strategy evolves,
- Keep pace with the ever-changing tech advances through frictionless upgrades and an open ecosystem,
- Low-code tools for non-technical staff to adopt quickly,
- SaaS subscription means you only pay for what you need,
- The enhanced search functionality allows indexing of any content from any source,
- Create content once and publish on different devices with headless capabilities,
- Integrations are easy with pre-built API-connectors,
- Manage data silos with a store-and-serve solution that makes structured and unstructured data usable.

By choosing Squiz DXP (SaaS), you have:
- A DXP solution that fits easily into your existing digital ecosystem,
- Flexibility to add or swap third party applications at any time,
- An experienced service partner who can help you navigate challenges and maximize your investments long-term,
- Enterprise-grade security and performance SLAs,
- Peace of mind that your ecosystem is maintained by one partner,
- Online learning resources and 24/7 local support.

What does having access to the Squiz DXP console get me?

With access to the Squiz DXP console, being on a subscription agreement and utilizing SaaS, customers benefit from:

- Unifying all of systems, data, workflows and content,
- Viewing new tools and capabilities available from Squiz,
- Automatic updates to the latest versions of tools (SaaS only),
- Ability to view current subscription usage (asset counts),
- Management of admin user access.

When will I be able to get Squiz DXP (SaaS)?

We've carefully planned our Squiz DXP (SaaS) transformation process with our customer's individual situation and needs in mind.

We have reviewed each customer's systems individually and will work with each customer to ensure a smooth process with minimal impact.

Your account manager can talk you through your transformation plan and timeframe. Typically we will look to make this change in line with your contract renewal. We will commence the discussion as early as possible to ensure you have transparency and can plan internally.

If you are interested to learn more or want to find out how you can start the process off early please reach out to transformation@squiz.net.

How do I find out whether I am eligible for Squiz DXP (SaaS)?

Your account manager can talk you through your transformation plan and timeframe. Typically we will look to make this change in line with your contract renewal. To make sure you can make internal plans well ahead of time, we'll kick off discussions as early as possible to ensure you have the transparency needed to make a seamless transition. If you are interested to hear more or want to get in touch please reach out to transformation@squiz.net.

What is the process to get Squiz DXP (SaaS)?

If you are eligible to move to Squiz DXP (SaaS) your account manager will contact you prior to your yearly contract renewal. Your account manager will present you with a proposal to move to a subscription contract and a plan/schedule to upgrade to Matrix 6 (the newest version of Matrix) and then a plan to migrate to Squiz DXP (SaaS).

What do I need to prepare to be ready for migration to Squiz DXP (SaaS)?

We'll do all the heavy lifting, including performing the upgrade to Matrix 6 and then migrating your environment across to our new SaaS platform. Your current implementation will continue to operate 'as is' with new tools available for authoring. All you need to do is test.

Previously, you would have been provided with a Squiz Plus agreement that covers Funnelback and Matrix in our Squiz Cloud.
We have now updated this agreement and we will provide you with a variation that will:
- Bring our agreement in-line with industry best practice,
- Provide default inclusion of our new products Connect and Datastore,
- Include updated terms and conditions around SaaS service inclusions,
- Be a subscription, meaning it is perpetual in nature, but can be terminated on anniversary dates.
Please note we are not ending our previous agreement; just modifying it.

What steps are involved when upgrading and migrating to Squiz DXP (SaaS)?

The pathway to Squiz DXP (SaaS) involves four steps:

Step 1: Planning - We will work with you to find a convenient time to undertake the transformation process as well as outline who needs to be involved from your organization.
Step 2: Subscribe - Move to the latest subscription agreement to take advantage of SaaS frictionless upgrades.
Step 3: Migrate - Our team of experts will work in the background to ensure you are on our latest CMS (Matrix 6) and seamlessly transfer your instance to a SaaS environment.
Step 4: Test - The final step is for you to test your new environment and finalize your DNS change.

How long will it take to migrate to Squiz DXP (SaaS)?

Including a week of testing, a typical Matrix 6 upgrade and migration to Squiz DXP (SaaS) may take approximately 2-4 weeks. There may also be prerequisite work required for the upgrade that may add to this time, but we will let you know ahead of time to help you plan.

Will I have to pay to migrate to Squiz DXP (SaaS)?

For most customers, an upgrade will be included as part of the Squiz subscription agreement. This will also cover the migration to Squiz DXP (SaaS). Please contact your account manager if you have any questions regarding your Squiz subscription agreement.

For some customers there may need to be changes to your implementation before you can migrate to Squiz DXP (SaaS) and leverage the automatic upgrade features. Your account manager will provide you with an estimated cost for any necessary changes if they are required.

How much time/resources will we need to invest in this migration process?

For a majority of customers, testing is the major investment in the upgrade and migration process. The User Acceptance Testing (UAT) will require a member of your team to perform a few hours of testing.

In some circumstances, there may be product variances that require some changes within your implementation. We will outline any changes that are required ahead of the upgrade and migration process. This means that you will have adequate time to plan any pre-work required.

What do I have to do when we migrate to Squiz DXP (SaaS)?

In order to migrate to Squiz DXP, you will typically need to involve your Matrix Administrator to assist with a Matrix upgrade. You will also need to have a team member on hand to perform the UAT (User Acceptance Test).

We have also updated our Squiz subscription agreement this means your account manager will work with you on any contract variation required.

Where is data stored for Squiz DXP (SaaS)?

Squiz DXP (SaaS) is hosted in a Squiz managed environment within AWS with private data storage for each customer. This means that each customer's data is stored privately and is separate to other customers.

Is Squiz DXP (SaaS) secure against vulnerabilities?

Squiz DXP (Saas) architecture has been built on Amazon Web Services (AWS) cloud hosting services to provide a highly available, fault tolerant and secure solution. We are combining the security of certified AWS services with the Squiz ISO27001 certified environment to deliver a first in class SaaS platform.

This results in a robust solution with a 99.95% uptime with built in fault tolerance using load balancing and resilience across multiple availability zones. Coupled with Squiz's mature information security management system that assesses risk, continuously remediates vulnerability through implementing multiple layers of security.

Is Squiz DXP (SaaS) ISO compliant?

Squiz DXP (SaaS) architecture has been built on AWS cloud hosting services to provide a highly available, resilient and secure solution. Squiz has con

What support is available for me for Squiz DXP (SaaS)?

Our Customer Care team will provide you with 24/7 support for Squiz DXP (SaaS). They will be on call to monitor our environment and automatically respond to any urgent issues that may arise via email.

Will my organization have to change our single sign-on with Squiz DXP (SaaS)?

Squiz Matrix CMS authentication and integration with single sign-on remains unchanged with Squiz DXP (SaaS). Security Assertion Markup Language (SAML) and other authentication models still apply.

Will my permissions/roles change on the website with Squiz DXP (SaaS)?

Your existing permissions and roles will not change as Squiz DXP (SaaS) offers a native User Permissions and Authentication model or alternatively supports connecting to third party federated identity providers by common protocols like SAML.

What can't I do with Squiz DXP (SaaS)?

With Squiz DXP (SaaS), customizations to the Matrix application and the supporting software will not be available. Bespoke customizations contribute to technical debt and limit our ability to provide customers ongoing upgrades to your products, in a secure and scalable way.

Our aim is to build better products that are more flexible, performant and easily enhanced.

What does my uptime look like in Squiz DXP (SaaS)?

Typically, we are offering 99.95% uptime for Squiz DXP (SaaS).

Will there be any downtime during migration?

The migration process does not impact customers visiting your website, there is no front end down time.

During the final stages of the migration, we will have an authoring freeze. This period typically lasts less than a day, although it will vary based on the size of your system.

How long will the switch over take - DNS change?

A Domain Name System (DNS) propagation is the timeframe it takes for DNS changes to be updated across the Internet. A change to a DNS record can take up to 72 hours to propagate worldwide, although it typically only takes a few hours.

How long will it take for my new website to be up using Squiz DXP (SaaS)?

The final switch over to your SaaS website requires a sync of data from your system, which occurs once a DNS change updates. This can take up to 72 hours to propagate worldwide, although it typically it may take only a few hours.

How do I access my Squiz DXP (SaaS) once migrated?

Squiz DXP (SaaS) can be accessed via the DXP console which will allow you access to all your Squiz DXP products from one place. This will be available once you have logged-in after authentication.

How does Squiz work with AWS?

Squiz is a partner of AWS (Amazon Web Services) and leverages AWS cloud infrastructure to host Squiz Matrix and Squiz DXP (SaaS) securely. Outside of the AWS cloud infrastructure, Squiz manages and configures Squiz DXP environments.

Is Squiz DXP (SaaS) on AWS secure?

Squiz DXP (SaaS) is built on the Amazon Web Services (AWS) infrastructure, the world's leading cloud provider specifically designed to enable highly available, reliable, performant, scalable, and secure cloud solutions.

We are combining the security of certified AWS services with the Squiz ISO27001 certified environment to deliver a first-in-class SaaS platform.

I don't want Squiz DXP (SaaS), will this stop me from getting future upgrades?

In order to take full advantage of all that Squiz DXP has to offer, including frictionless upgrades, we highly recommend that our customers are on Squiz DXP (SaaS).

Our Squiz Cloud environment will be available to current customers to ensure we can help them upgrade in the future.

Self-hosted customers have support for Squiz Matrix 5.5, although Matrix 6 and beyond will not be compatible with self-hosting.

Move your digital experience to Squiz DXP (SaaS) and take advantage of all the possibilities that a SaaS environment has to offer.

What if my business is not ready to go to Squiz DXP (SaaS)?

We provide flexible subscriptions to ensure you can leverage only the necessary parts of the Squiz DXP (SaaS) that you need in order to provide an exceptional digital experience to your customers. This means that you will only need to procure the DXP capabilities that you need, nothing more.

However, when you leverage all of the Squiz DXP (SaaS) capabilities together, you access its full potential, resulting in an effective platform that unlocks limitless configurations to build the solutions you need - today and beyond.

The Squiz transformation team and your account manager will be there to help you through your pathway to Squiz DXP (SaaS).

If you would like us to help you unlock the full potential of Squiz DXP (SaaS), please reach out to us at **transformation@squiz.net**

Matrix 6 (SaaS)

What's is the difference between Matrix 5 and Matrix 6?

Matrix 6 is the next evolution of Squiz's enterprise web content management system. It enables internal teams to use the product in a much faster, easier, and more enjoyable way. Matrix 6 has also been designed and optimized for our new SaaS subscription offering.

Matrix 6 comes with a wide range of new features and major improvements that increase the efficiency, productivity and user experience for all. Some of the differences you will see in Matrix 6 include:

An intuitive, seamless, better performing content authoring experience.
- A new page builder experience makes it faster, easier and more intuitive to create and edit web content.
- Admin UI access for content editors (content editors can now access /_admin). This improvement also enables content editors to perform a similar list of actions they had access to in Edit+ in Matrix 5.
- Inline edit mode to preview changes before publishing.
- Improved experience of editing image varieties. Varieties of image sizes can now be edited directly on the details screen of image assets, making it faster and easier to add and edit image varieties.
- Simplified link management between assets, and improved right click menu
- Improved asset right click context menu, with the most commonly-used asset screens displayed.
- Preview screen tools for previewing different resolutions, testing accessibility, comparing old and new versions, and personalization previews.

The ability to create content once and publish anywhere - regardless of platform or device.
- Headless CMS for distributing your content across all your web properties with a headless and hybrid publishing API.

The opportunity to build and deliver pages faster.
- Drag and drop components to "design once and reuse anywhere" across all pages and sites.
- The new Component Service will provide a much better way for developers to build digital solutions that contemporary developers will love. Components bridge the gap between headless and head-on solutions. By building independent JavaScript-based components that can be used in traditional web builds that are rendered by the CMS and also used in headless solutions, developers can get the best of both worlds and maximize re-use.
- Asset syncing makes it easier for developers to sync both content and configuration assets.

A flexible and open CMS that's built to handle complexity.
- New Asset management API for easier and faster integration capabilities (through Squiz Connect) to create powerful integration solutions.
- A new REST API that makes it easier for developers to connect and create solutions.
- Support for developers to defer triggers and create secure web builds with Content Security Policy (CSP) headers.
- More control for admins with user group and feature restrictions, and improved visibility of members' activity and access.

SaaS-ready with automatic, frictionless upgrades that ensure that you are always up-to-date.
- Designed with the future in mind, you get automatic feature updates and upgrades.

How long does it take to upgrade to Matrix 6?

On average an upgrade to Matrix 6 may take a window of approximately two weeks (including a week for testing). There may also be prerequisite work required for the upgrade that may add to this time - this information will be made available ahead of the upgrade window to ensure you are able to plan your activities ahead of time.

Will I have to pay for an upgrade (if an upgrade is not part of my contract)?

If you do not have upgrade hours included in your contract then you will be required to pay for this upgrade. Your account manager can discuss prices with you.

Where is Matrix 6 (SaaS) data stored?

Matrix 6 (SaaS) is hosted in a Squiz-managed environment within AWS. Each customer has private data storage, which means that data is stored privately and separate from other customers.

Is Matrix 6 (SaaS) secure against vulnerabilities?

Matrix 6 (SaaS) architecture has been built on AWS cloud hosting services to provide a highly available, fault tolerant and secure solution. We are combining the security of certified AWS services with the Squiz ISO27001 certified environment to deliver a first-in-class SaaS platform.

This results in a robust solution with a 99.95% uptime with built in fault tolerance using load balancing and resilience across multiple availability zones. Coupled with Squiz' mature information security management system that assesses risk, continuously remediates vulnerability through implementing multiple layers of security.

Is Matrix 6 ISO compliant?

Squiz Matrix has been designed to operate within Squiz hosting (SaaS and Cloud) and is ISO 27001 certified.

What do we have to do when we upgrade to Matrix 6?

The Squiz upgrade team and your account manager will be in contact with you to schedule in your Matrix 6 upgrade when available.

As part of this process you will be required to perform a UAT (User Acceptance Test), and undertake a Matrix 6 readiness program offered by Squiz to train you and your team on its features.

How do I access the new features on Matrix 6 once I upgrade?

Once upgraded, your Matrix 6 system will have all available functionality accessible without the need for any additional plugins. Your website functionality will continue to operate the same as Matrix 5.

To leverage any new features offered by Matrix 6, you will need to adjust your website configuration via the link below:
https://canary.uat.matrix.squiz.cloud/_admin/?backend_section=config&config_screen=user_prefs
Please note, only an admin user can access the above link and make changes to your website configuration.

What is the difference between the Matrix - SaaS and Matrix - dedicated hosting offerings?

SaaS is our next generation hosting approach that has evolved from Matrix dedicated hosting. The main difference is the architecture the software is hosted on:

In SaaS, Matrix is deployed on AWS hosting infrastructure with your data remaining private and secure. The environment is built with auto-upgrades, updates are continuously released to the customer's instance. Customers will no longer need to request for upgrades to take place from Squiz as these will happen as soon as a new release is available.

Dedicated hosting (Squiz Cloud) is designed for customers who have specific requirements for things like encryption, PCI compliance and requires a manual upgrade.

Will my individual access (credentials) change?

For Squiz Matrix, your existing Matrix authentication methods will be preserved i.e. Single Sign On (SSO). You will receive a new login to access Squiz DXP console, which enables you to review your subscriptions and access your other DXP products.

Please note that SSO is not yet enabled for the Squiz DXP console, however this enhancement is due to be completed by mid-2023. Customers will still need to log into Matrix CMS via their SSO or credentials separately.

Why have you removed Edit+?

The new user interface and page building experience has been designed to replace the existing Matrix 5 Admin and Edit+ user interfaces. You will still be able to do a lot of what you could do via the admin feature suite available in Matrix 6.

The experience being built in Matrix 6 will be a much cleaner, more intuitive, and enjoyable experience for editing and publishing content. The missing features are being assessed and any priority features will be considered for re-introduction.

Why have you removed certain functionality from Matrix 6?

Some assets and features have been deprecated and are not available in Matrix 6. The decision to deprecate an asset or feature is made if a) the feature is not being leveraged by users, b) it is a blocker to implementing priority features.
Deprecating these assets and features ensures Matrix 6 can perform at its best.
A complete list of all deprecated assets and features can be found in the Help Center: **Matrix Deprecated Assets and Features**

What if my business is not ready to go to Matrix 6?

Squiz Matrix 6 has been designed to ensure existing Squiz Matrix users can upgrade with limited training. The Matrix interface has been designed to ensure advanced usability. We have a Matrix 6 readiness program run by our Customer Success team to support your planning and provide insight into any differences you may need to be aware of. We have also created free short courses at academy.squiz.net to assist the transition process.

Upgrades are scheduled at a mutually beneficial time. We will assist you with your readiness and schedule your upgrade at a time that works for you.

Miscellaneous

What's the difference between Squiz Cloud and Squiz DXP (SaaS)?

With Squiz DXP (SaaS) you will have access to the DXP console, frictionless upgrades, access to a Content Delivery System, added security, high availability, gateway to additionally AWS platform technologies and SaaS Integrations. Squiz Cloud is just a hosting environment.

How does Squiz Cloud DR work?

Squiz Cloud DR operates using two data centres (primary and secondary) with Squiz Edge (CDN) directing traffic to a primary system. Should there be a problem with your primary system, Squiz Edge will failover traffic to the secondary system in a read-only state while the primary site is restored.

Previously, I used Squiz Cloud DR. How does Squiz DXP (SaaS) handle disaster recovery?

There is fundamental change to our DR (disaster recovery) offering; in Squiz Cloud we provided the option to have a DR system by replicating a customer system across two different data centres. Failover operated in both an automated and manual approach depending on circumstance.

In Squiz DXP (SaaS) we have explored an alternative approach with a focus on High Availability - by having all data automatically and synchronously replicated between three separate zones within an AWS geographical region (Australia, Europe or US). This allows for traffic to be served from any available zone eliminating the need to failover to separate environments.

I also have Funnelback, when will that be moving to Squiz DXP (SaaS)?

Squiz is conducting a concurrent Funnelback migration independent of the Matrix migration program. Funnelback customers will be contacted at the relevant time to discuss their migration process.

Can I have Funnelback on SaaS and Matrix on cloud?

Yes we will be migrating both Funnelback and Matrix onto Squiz DXP (SaaS). Once both have been migrated you will be able to access both of these through the DXP console.