An important update from Puzzel

Dear customer,

We have an important update for you regarding our data centre migration initiative and the announcements made on the Puzzel Admin portal August 31st.

As you know, it is Puzzel's intention to start to move from its own hosted data centres to a Public Cloud architecture with Microsoft Azure. The first phase of this migration was scheduled to take place on October 6. This migration has now been postponed until further notice.

Why have we postponed?

When we first began work on this initiative it was done within the Privacy Shield Framework. However, the Court of Justice of the European Union has now issued a judgement which has invalidated this framework. You can read the full judgement here. https://curia.europa.eu/jcms/upload/docs/application/pdf/2020-07/cp200091en.pdf

What do I need to do?

Most customers need to take no action.

However, if your organisation recently changed its firewall settings in preparation for the migration, you may wish to reverse those changes. We advise you to consult your IT department to verify if any further action is necessary.

We sincerely apologise for any inconvenience this may have caused and will provide another update in due course.

Thank you,
The Puzzel team