

Both options deliver the same full-featured AI workspace. You own the infrastructure — Sugar Digital builds, configures, and manages everything.

The only decision is where your infrastructure lives. You pay your hosting costs directly — Sugar Digital charges a one-time setup fee plus a monthly management retainer. Fully portable: your system, your accounts, your exit — any time.

Multi-user access & logins

Role-based permissions

Shared & private file areas

Custom dashboard at your URL

Staff chat interface with your AI Agent

Unlimited build out & customization potential

Ongoing developer support from Sugar Digital

TWO OPTIONS — YOU OWN BOTH

Dedicated Canadian Cloud

Your server · Canadian data centre · Managed by Sugar Digital

Your Team

→

Your Dedicated Canadian Server

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Anthropic API — or — Local Model

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Files stay on your server

OWNERSHIP

Your dedicated server, provisioned in your name. You own the account and pay hosting directly. Sugar Digital builds and manages it.

DATA LOCATION

Canadian data centre. Canadian data residency guaranteed.

ACCESS & MANAGEMENT

Your team via your branded portal. Sugar Digital manages remotely via secure connection.

BACKUP & RECOVERY

Encrypted off-site backups. Policy defined in your service agreement.

WHAT ANTHROPIC SEES

Prompts only (API) — or nothing with a local model (fully isolated).

FULLY ISOLATED OPTION

Yes — local model means no prompt leaves your server.

SETUP TIME

2–4 weeks

PRIVACY LEVEL

●●●●●○ Very strong (●●●●● w/ local model)

Best for teams of 10–50. Dedicated infrastructure, Canadian data residency, scales with your team — no hardware to source or manage. Take your server with you any time.

On-Premise

Your hardware · Your office · Managed by Sugar Digital via encrypted VPN

Your Team

→

Workstation in Your Office

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Anthropic API — or — Local Model

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Sugar Digital secure VPN

OWNERSHIP

Hardware you purchase, in your building. Sourced, configured, and shipped by Sugar Digital. You own it outright from day one.

DATA LOCATION

Your physical office. Nothing leaves your building without your agreement.

ACCESS & MANAGEMENT

Your team + physical access. Sugar Digital manages via private encrypted VPN tunnel.

BACKUP & RECOVERY

Encrypted off-site backups to Canadian cloud storage. Policy defined in your service agreement.

WHAT ANTHROPIC SEES

Prompts only (API) — or nothing with a local model (full isolation).

FULLY ISOLATED OPTION

Yes — local model means no prompt ever leaves your building.

SETUP TIME

4–6 weeks — hardware sourcing, config, shipping, on-site installation.

PRIVACY LEVEL

●●●●●● Maximum (full isolation available)

Best for any team size where physical data sovereignty is the priority. Hardware sized to your team during discovery. Fully self-contained — no dependency on any external provider to keep running.

QUICK COMPARISON

	DEDICATED CANADIAN CLOUD	ON-PREMISE
Feature Capability	Full — identical across both options	Full — identical across both options
Client Ownership	Yes — your server, your account	Yes — your hardware, your building
Data Location	Dedicated Canadian data centre	Your physical office
Hardware Required	None — cloud infrastructure	Yes — sourced & shipped by Sugar Digital
Canadian Data Residency	Yes — guaranteed	Yes — your building

UNDERSTANDING AI COMPUTE — WHAT DOES THE AI ACTUALLY SEE?

Local Model (Ollama)

Self-hosted · runs on your infrastructure

- Nothing is sent externally. Prompts and responses stay entirely on your infrastructure.
- No internet connection required for AI responses. No API account needed.
- Less capable than frontier models but improving rapidly. No per-prompt costs.
- Cost model: higher infrastructure spec required. No ongoing AI billing.

Anthropic API (Claude)

Recommended for most clients

- Only the conversation prompt is sent to Anthropic to generate a response — nothing else.
- Files, memory, and business data stay on your infrastructure. Never transmitted to Anthropic.
- API conversations not retained for training by default. Full power of a frontier model.
- Cost model: per-token billing via your own Anthropic API key. Scales with usage.

Claude.ai / ChatGPT

Web platforms — shown for comparison only

- Conversation history retained on the platform. Uploaded documents accessible to the platform.
- Limited visibility into how your data is handled or used long-term.

WE DO NOT BUILD THIS WAY.

Ready to find the right setup for your business? Book a discovery call — we'll walk through your workflows, your data requirements, and the right option. One-time setup · monthly management · you own everything.

digital.sugardesigngroup.com →

Sugar Digital · AI Configuration Guide

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