HOSTED DESKTOP

solutions

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?

☁ **How much is your data truly worth to you?**

☁ **Do you have a disaster recovery plan in place?**

☁ **What if you could access important files and applications from anywhere in the world?**

☁ **What if you never needed to worry about backing up your data ever again?**

☁ **What if you and your staff could increase productivity?**

☁ **What if your IT was one monthly cost per user as opposed to a huge capital layout?**

☁ **What if your data was handled by an ISO 9001 & 27001 accredited supplier?**

☁ **Do you have up-to-date antivirus protection in place from one of the leading antivirus providers?**

☁ **Are you GDPR compliant?**

What is a Hosted Desktop?

In simple terms, a Hosted Desktop is a Cloud-based virtual environment that enables users to access those important work documents and applications from anywhere in the world, provided they have an Internet connection. These days with mobile connectivity so widespread and readily available this means that access could be gained from virtually any location in the world and at any time.

Your data will be hosted within Tier 3 data centres based in Manchester which coincidentally is the same data centre that provides the emergency services with their hosted data services.

Using a Hosted Desktop adds a layer of security and flexibility to your business.

Why is Hosted Desktop becoming ever more popular amongst UK businesses?

A Hosted Desktop provides businesses with the ability to access all those important business files and applications from potentially anywhere in the world, anytime. It also provides SME's with an enterprise level of security without the expensive capital outlay, such as licensing and hardware.

What applications can be hosted on Hosted Desktop?

With very few exceptions any application that runs on an in-house server or desktop will also run on Hosted Desktops and servers.

WHAT'S INCLUDED?

- ✔ Windows 10 Desktop
- ✔ 50 GB Storage Per User
- ✔ Office 2016/2019/Microsoft 365
- ✔ Hosted Exchange 2016/2019/Microsoft 365
- ✔ Premium Antivirus Software
- ✔ Unlimited Application Hosting
- ✔ Secure, Automated Data Backup
- ✔ Data Replication to 2nd Data Centre
- ✔ Failover to 3rd Data Centre
- ✔ 24/7/365 UK-based Tech Support
- ✔ ISO 27001 Data Centres
- ✔ Choice of Citrix or RDP Interface
- ✔ 2 Factor Authentication (Only available on Citrix Platform)
- ✔ Fully Managed Migration
- ✔ Remote Working on Any Device with an Internet Connection
- ✔ 99.9% Financially Backed SLA
- ✔ Project Managers
- ✔ Dedicated Account Manager

DATA MANAGEMENT

Data Backup

We take hourly snapshots of all data held on our servers along with a 4-hourly snapshot of all our hosted servers. We also run a full system backup every night at a suitable time for clients.

Data Replication

All client data is securely stored and replicated from our Tier 3 data centre to our failover Tier 2 data center (Active-Active-Passive)

Location of Data

All our data centres are UK-based across 2 geographically different locations (Manchester & London) and are ISO 27001 certified.

Data Backup Retention

We offer a full 365 day retention period. However, we do understand that in certain industries the law requires data to be kept for longer periods of time so we can accommodate data retention of up to 30 years.

DATA SECURITY

Premium Antivirus

Our Antivirus software of choice is provided by **BitDefender** which gives you Internet security and virus protection with multiple daily background scans.

Data Sovereignty

Data Sovereignty is the concept that information which has been converted and stored in binary digital form is subject to the laws of the country in which it is located.

Firewalls

Most businesses use basic onsite routers as firewalls which are classed as layer-2 firewalls. However, using Cloud infrastructure your data sits behind military grade layer-7 future proof firewalls which gives you industry leading protection and the best enterprise level data security available. Layer-7 is acknowledged to be the highest layer currently available although our firewalls are able to be upgraded to the next layer as and when this becomes available.

ISO 9001/27001 Accredited

Our data centre is ISO 27001 certified, along with ISO 27017 code of practice and ISO 9001 certified.

Access Control

Location restriction can be added to control where your users can access the hosted environment from.

Permissions

Control permission levels of users giving them access to only required files and applications (e.g. sales team only accessing sales drive and not HR files

DATA MIGRATION & PROJECT SCOPE

Once sign up is complete, one of our project managers will create a project plan coordinating with the relevant people from your business. Together, they will scope out the entirety of the project and agree a suitable go live date. During the migration your staff will incur zero down time as we will run the hosted environment alongside your current system until such time as you are ready to go live with us. Our project team will take an initial copy of your data and install and test any applications for you with the help of any third party vendors. From there we will hand the login credentials to you so that you can access the hosted environment for user acceptance testing. Once you are happy with the system we will then take a final copy of your live data. Your users will then arrive for work on the agreed go live date ready and able to sign into the new system. We also provide a "hand-holding" support period for the first couple of weeks to ensure any teething problems that users may have are dealt with as quickly and as efficiently as possible.

FAQs

Does the data still belong to me if it is in the Cloud?	With us… absolutely! Some other Cloud providers sneak a clause in their contracts which states that the data belongs to them. Be careful of these providers
What is the setup process like?	Setup is really straightforward. Once your order is placed, our project managers will agree a set-up and migration plan which suits you with minimal disruption to your business
What do I need to deploy a hosted desktop solution?	A hosted desktop can run on any device that has internet connectivity and Remote Desktop Service (RDS) – which means most smartphones and tabs, as well as PC (minimum Windows XP*) and Mac
Is my data not more secure onsite with me or at my place of business?	Not really! In fact, with robust Cloud encryption now available, storing data in the Cloud tends to be safer than storing it onsite. Significant investment would be needed to make an onsite solution match the security and reliability of the Cloud
Is a virtual machine (VM) really faster than a physical machine?	Sometimes yes, and sometimes no – it depends on the spec of the machine and the task(s) at hand. The reason why a Cloud based machine is superior to a physical machine is because of its reliability, security and zero maintenance. For certain applications (such as intensive graphic/3D design) the VM will typically be somewhat slower than a custom-built physical machine, however many of our customers (such as architects and designers) feel that the trade-off between the slightly lower speed and the much better security and accessibility makes it worth switching to VM
How much is it to set-up my new Cloud based system?	We charge a small set-up fee, seeing as every build is bespoke. Speak to your account manager to discuss
How much does it cost to migrate from my old Cloud provider to you?	We charge a small one-off fee per user to migrate your existing desktop onto your new Cloud desktop
What about my local devices?	**As part of our offering, we also offer\include support on your local device (1 per user) and a primary local network. Please ask for more details on this.**
Where will my data be held? Is it in the UK?	With a hosted desktop, all the data, files and programs you need to run your business are stored on servers at our UK-based ISO 27001 secure data centres. Your desktop uses the Internet to connect to those servers and deliver everything you need to your device
Would I still be able to use the printer/ scanner/ fax etc. in my office?	If the printer/ scanner/ fax/ previously ran on the machine from which you are running your virtual desktop, then it will also work on the virtual desktop.

*We strongly recommend using the latest OS on all your devices.

Managed IT Support Services

IT can be complex. There are many facets from the types of software your business uses, the hardware that your IT systems run on, the backup, security, network and internet services that you depend on and there are often countless third parties involved such as phone system companies. Then there is you! **You just want your IT to work and that's why we are here to help.**

As a Managed Service Provider, we work behind the scenes to significantly minimise the number of IT issues that occur in your complex IT environment.

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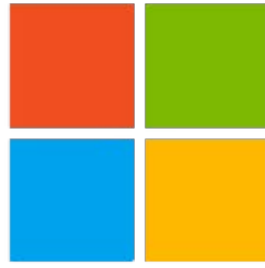
Microsoft 365.

Microsoft 365 is a cloud-based service hosted by Microsoft that brings together familiar Microsoft Office desktop applications with business-class email, shared calendars, instant messaging (IM), video conferencing and file sharing

In today's business you need technology to be available around the clock and across multiple devices, to make sure that your business continues to be safely productive and efficient. Microsoft 365 delivers just that, so that you can then deliver fast, reliable service to your customers.

Using the familiar Office apps you know and the power of the cloud, Microsoft 365 lets you work virtually anywhere, anytime, across your devices. No matter how you access and use Microsoft 365, you receive the same seamless experience and enterprise-grade security to protect your business and customers.

There are no big upfront costs and no worrying about upgrades. Just the tools you need to do what you do best. Online or offline, your team can work together to get more done using fully-featured Office apps accessible on PCs, Macs, smartphones, and tablets

Business Continuity AND Disaster Recovery

Your business is creating more and more data than ever before. How are you safeguarding your data? Human error like accidental deletions, hardware failure and ransomware can cost you thousands unless you have a plan in place to quickly get back to business.

Our all-in-one business continuity solution brings together state of the art hardware with secure cloud storage capability to protect your business. Protection from any type of disaster going beyond simply recovering data, business continuity saves businesses by keeping them online in the face of otherwise devastating issues like ransomware, natural disasters, and costly human errors.

Additional Services

- **Colocation (Data Centre Hosting)**
- **Internet Connectivity**
- **Server Solutions**
- **Managed Print Solutions**
- **Laptop Repairs**

- **Voice over IP (telcomms)**
- **Cabling**
- **Hard Drive Recovery**
- **Domain Name Registration and Hosting**
- **E-Signature Solutions**

Get In Touch

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