Hosted Desktop
Simplified IT that saves you money

A hosted desktop solution removes the need for a physical PC, and frees you to access your data and applications across the Internet. It means your precious data is hosted in 'the cloud' within a secure datacentre.

Hosted desktop does away with the expensive and power-hungry PC in the workplace. It saves you money - more than 30% for a typical charity user - and makes you more flexible and agile, freeing your people to work on virtually any Internet connected device.

It provides more secure and reliable computing, eases IT support issues, and you can add and remove users at will, so it's ideal for charities with high staff turnover or seasonal variations. Windows Server 2012 has made cloud solutions such as hosted desktop more effective than ever. They are easier to set up and manage and therefore more cost effective, saving money for charities so that your resources go further.

Ultimately, it is simpler, more cost-effective IT that makes your people more productive and your organisation more agile.

Escape the pitfalls of the traditional desktop

The traditional desktop set-up typically involves having a PC literally sitting on or under the desk.

It's expensive to buy, with high up-front costs. It's time-consuming to manage - because you're responsible for installing software, for updates and upgrades and patches, for backups and security. It means your data is only as secure as your office and your people (a major headache for many charities, with a large number of volunteers and short-term staff). The traditional desktop also takes up space, adds to your carbon footprint and means you need expensive IT specialists on staff or on call. If you have more than a handful of employees, you'll also need a server with its own data room. The costs and complexity quickly get out of hand.

Benefits

Simpler - for users, managers and IT departments

Lower costs - lower hardware, licensing, power, management and support costs. Total cost of ownership is around one third lower.

Improved cashflow - no upfront license fees and equipment. Move IT costs to a revenue expense.

Flexibility - work from anywhere, on any device. Add and remove users at any time.

User friendly - Windows Desktop look and feel and Microsoft Office 2010 applications. Simply add the applications used by your organisation.

Security - with individual passwords, 128-bit encryption and in-built business continuity and disaster recovery.
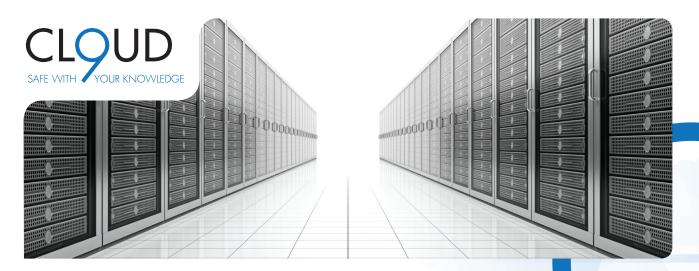
Reliability - Cloud 9 provides a robust, fully redundant IT environment within its own ISO27001 datacentre. We guarantee exceptionally high-levels of uptime and your data is backed up daily.

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How hosted desktop works

Hosted desktop takes advantage of 'the cloud' to provide all your computing needs from a secure, professional data centre. It means your server, data and applications benefit from state-of-the-art facilities, operated by dedicated experts. You access your applications and data over the Internet but the bandwidth requirements are negligible. Only tiny amounts of data are moved, and are always kept secure.

This kind of virtual desktop means your people can access their files, workflow and applications from any computer, anywhere at any time. All they need is an Internet connection, and a device such as a laptop, thin client computer terminal, a smartphone or tablet. They can work on the road, from home, in a meeting room, at a client's premises or in a charity retail outlet. It enables flexible and family friendly working, which aids recruitment and makes your organisation a better place to work.

Benefits for charities

Windows Server 2012 is optimised for the cloud and makes hosted desktop solutions more attractive and cost-effective than ever. It also makes it far easier to manage hosted desktop solutions, with increased resilience and performance.

Work anywhere - Cloud optimised IT supports the modern work style, freeing staff and volunteers to work on many devices, from the office, the road and from home with easy, secure access to data, applications and information.

Adaptable - quickly and easily add and remove users, essential in charity environments with high turnover of volunteer, casual and seasonal staff.

Charity pricing on Microsoft products delivers significant cost savings.

Flexible options - add the applications you need such as Unified Communications with Microsoft Lync.

Fixed costs - per user per month for accurate budgeting.

Agility of cloud computing perfectly suited to the changing nature of charity organisations.

The Charity Cloud is a part of Cloud 9 - which means you

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IT Support Hosting • Unified Communications • Backup & Replication • Infrastructure Services

No.	Criteria	The Charity Cloud from Cloud 9
1	Primary Focus	Cloud Computing
2	Years delivering Hosted Exchange	5 years
3	Years delivering Hosted Desktop	5 years
4	Customer references available	Yes
5	Licensing Agreements	Microsoft SPLA /McAfee/Mimecast
6	Microsoft Relationship	Silver Certified Partner
7	Certifications	ISO 27001
8	Replica test environment	Yes
9	Single points of failure	None
10	Server Configuration	CAS & Transport: Load Balanced / MBX - Active Cluster, DAG
11	Data Storage architecture	SAN with RAID
12	Microsoft Management	Microsoft System Center & Powershell
13	Hardware provider	Dell & Cisco
14	Hosting location	Oxfordshire
15	Redundant internet connectivity	Yes
16	Backup schedule	Multiple daily backups
17	Backup and restore test interval	Monthly
18	Where are backups stored	On & Offsite
19	Hot fix & patch install process	Managed with WSUS / deployed in test environment first
20	Anti-virus protection guarantee	McAfee (Mimecast Optional)
21	Spam protection as standard	McAfee (Mimecast Optional)
22	Is web access included as standard?	Yes
23	Are Windows Mobile devices supported?	Yes
24	Is Microsoft Direct Push supported?	Yes
25	Blackberry Enterprise device support	Yes - add-on service
26	Tiered Service Offering	Yes
27	Is Outlook included	Optional
28	RPC over HTTPS support	Yes
29	POP3/IMAP Access	Yes
30	Spam customisation	Yes
31	Are Public Folders supported?	Yes
32	SLA Guarantee	Dedicated 99.9%
33	SLA failures in last year	None
34	Business Continuity Plan	Yes, part of ISO 27001
35	Dedicated setup team	Yes
36	Technical Support hours	24*7
37	Customer support access	Telephone, email and online
38	Customer Support SLA	Yes
39	All Software licences included	Yes
40	Future Software upgrades included	Yes
41	Microsoft Lync	Charity Cloud Desktop Premium

Pricing	Per user per month
Charity Cloud Desktop	£25.00
Charity Cloud Desktop Premium (incl. MS Lync)	£27.50

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