



# Managed Desktop



## What it is

Managed Desktop is your desktop in the cloud. A desktop that feels and behaves like a Windows PC, but delivered from our New Zealand data centres. The net result is your data, business applications and the latest Microsoft Office technologies are always ready for you whether in the office, at home, at the airport or overseas.

Managed Desktop is a virtual platform that eradicates the need for on-site servers, it removes your dependency on local PCs and liberates your staff to work from home, or on the road without needing to mess around with fussy VPN connections.

Better than just desktop as a service, our Managed Desktop can improve your business operations in ways you might not have thought possible; we are confident we will reduce your costs and provide the best protection for your data.

Managed Desktop is fully compatible with Office 365. As an approved Shared Computer Activation (SCA) partner, we can utilise your existing Office 365 subscriptions and combine them seamlessly with Managed Desktop.

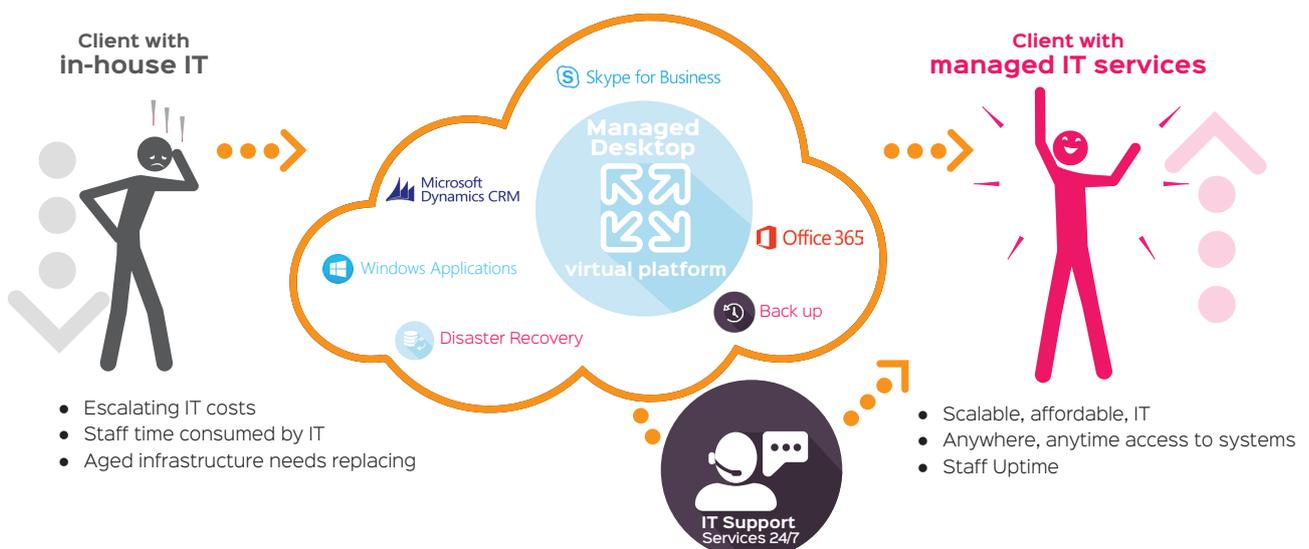


## Benefits

- **Cost savings.** By outsourcing your IT and moving to our cloud-based Managed Desktop, you will make cost savings through removal of on-site infrastructure, simplification of WAN, IT support costs, desktop hardware support and renewal costs.
- **Remote working.** Access all your normal business applications, including Microsoft Office 365, Skype for Business and more, from anywhere, on any device. Work from home, the office, café or airport – same desktop.
- **Improved data security.** Our servers run in high quality secured datacentres on modern hardware, we have multiple options for backup. All core infrastructure is fault tolerant and we have multiple feeds for power and network. Managed Desktop removes the need for data to be stored locally, a stolen laptop or PC doesn't mean customer data or intellectual property has been lost.
- **Better IT Support** Are you tied up with IT niggles and annoyances? Gaining a standardised platform for your staff streamlines and eliminates many problems. Our support service options can allow your users to call our helpdesk directly allowing you to focus on your business and not IT operations.



## How it works





## Questions and answers

### Why would I change to Managed Desktop?

The traditional "onsite" model houses IT infrastructure within your office. This model imposes high risk - servers on site are a single point of failure and are often not housed with appropriate security, power, network or cooling. Onsite equipment incurs large costs to buy, implement, support and upgrade, to make your investment fault tolerant the costs are dramatically increased. Managed Desktop eliminates the onsite model for infrastructure - your business immediately gains an enterprise grade, secure and redundant system thus reducing your business risk and associated IT costs.

### How reliable is the system?

Hardware is regularly upgraded and maintained to the latest standards. Monitoring tools ensure that any issues that could affect the system are isolated and dealt with before they affect clients. Our servers and network equipment are clustered and fault tolerant - this means that even a hardware failure should not impact your service.

### Can my business partners, brokers or agents have access to the system?

Access is available from anywhere via an internet connection, which enables secure access to business systems by trusted partners and agents. We have strong controls around security and access to ensure that only the approved personnel have access to your systems and data.

### What protection do I have from viruses and other threats?

Virus protection is included within Managed Desktop. All virus updates are applied automatically; access is also protected via Enterprise grade Fortinet Firewalls.

### How secure is my information?

Infrastructure is physically secured by manned datacentres, staff require approved photo ID to access servers. All of our services are access via SSL certified secure connections - the same security protection used internationally for online banking.

### How often will my data be backed up?

We have multiple options for backup. By default we store three independent copies of production data and backup data on at least a 2-hourly schedule to a secondary system, this data can then be transferred to a secondary datacentre if required. For higher priority transactional data we can offer more frequent backups or replication of data in near real time to a secondary datacentre.

### What happens if there is a power cut to your data centre?

Our data centres are purpose built and are designed to cope with electricity supply failure. All of our servers have dual power feeds. Power is fed via banks of batteries and should there be a power cut, backup generators will start up to keep a continuous supply of power to servers. Backup generators are tested regularly.

### What happens if there is a power cut to our office building?

The beauty of the cloud solution is that you can securely work from anywhere there is an internet connection. This means if there is a power cut at your office, you can use a battery operated device (i.e. laptop) and wireless hotspot, or all go home (or wherever there is electricity and internet) and continue to work!



## What our customers say

"We were recently fortunate to not have any significant impact from the earthquake. Managed Desktop's remote working capability is invaluable to the staff and to our business operation. This is the case at all times, not only when disaster occurs. We also feel reassured that our data is safeguarded in the cloud environment."

*Paul Borrie, helloworld, Lower Hutt*

"Lucidity explains things very simplistically and from a costing point of view, they outlined the month by month cost making it easy to understand what you are paying for. All of our staff are more than happy and even the less technically savvy are finding it easy to use."

*Brett Wilson, Professionals*

