

Supercharge your IT with **onlinedesktop™**

Probably the "Best Virtual Hosted Desktop in the World"

What exactly is IT?



onlinedesktop™ is a hosted, fully managed, Enterprise class IT solution. More recently referred to as Cloud Computing, this service delivers software applications and data via our own infrastructure platform, which is housed in powerful, purpose-built data centres. So rather than each business having to manage a costly internal IT system, it becomes possible to rent IT as a service, on a cost-per-user, per-month, subscription basis.

onlinedesktop™ allows businesses to simply pay for the number of users and the tailored solution they require. Access to our flexible Cloud platform is then made available via any Internet or private network connection, providing a secure, fully managed IT service capable of delivering whatever software applications, email and associated data businesses require.

onlinedesktop™ has been designed to cater for businesses of all sizes and has therefore been made available in two versions. **onlinedesktop™ Lite** is our entry level solution and is aimed at businesses with basic IT requirements and the need for a standard set of applications. By contrast, **onlinedesktop™ Enterprise** provides a completely bespoke service which is powerful and flexible enough to meet the application needs and challenges of even the most demanding organisations.

How does IT work?

Software applications and associated business data are made available on our high availability servers, which are located in state-of-the-art, multi million pound data centre facilities. These buildings are purpose-built for the hosting of IT equipment, providing unparalleled security, resilience and safe storage of all our clients data.

Software applications, email, files and documents are accessed by users via a communications link to our data centres. This link can be a private circuit from your office, a secure site to site VPN, or even general access from the Internet. This means that **onlinedesktop™** can be used from almost anywhere that businesses and staff can get online.

onlinedesktop™ users can either login via our secure web site, or if there is a private communications link by clicking a pre-configured icon on their PC or laptop. By simply entering their user credentials they are presented with a virtual desktop, running in our data centre, that contains all of the software applications that they are authorised to use.

After login, the only communications which pass between the users PC/device and our servers are mouse clicks, keyboard strokes and screen refreshes, as our servers and not the end user device are carrying out all the data processing. The data size associated with each of these actions is incredibly small and therefore the solution operates extremely quickly, even over basic home Internet links. And as no data ever leaves our data centres, **onlinedesktop™** is extremely secure. However, just to be absolutely sure, all information transmitted is also encrypted to 128-bit (the same level used for all online banking) to ensure client data is never compromised.

Hosted Virtual Desktops from £29.99 per user per month

Headline Features

- ü Secure Microsoft Hosted Virtual Desktop
- ü Connect from anywhere at anytime
- ü Full integration with **onlinemail™**, **onlinecrm™**, **onlineworkspace™** and **onlinecomms™**
- ü Latest Microsoft Applications available including Office, Visio and Project
- ü Add or remove applications on a per user basis
- ü Shared company drive for central data storage
- ü Personal data drive for private data storage
- ü Advanced data protection and replication
- ü Fantastic support
- ü Self service administration
- ü Monthly billing and monthly contract*
- ü Scalable from one to thousands of users

Flexible Price Plans

onlinedesktop™ is available in two versions: **Lite** and **Enterprise**, each with specific features and benefits.

Connect From Anywhere, Anytime

onlinedesktop™ is like the Martini of the Cloud Computing world. It's available anytime, anyplace and from anywhere that you have an Internet connection.

Full Integration

As you would expect, all of our services are fully integrated into one another. So whether you take them all, or just a single product, you can immediately start to leverage the benefits individually or collectively.

Latest Applications & Free Upgrades

We provide the latest versions of the Microsoft Office suite of applications (Standard or Professional) along with Visio and Project. All applications include Software Assurance, which means that whilst you stay connected to our service, you are fully licensed to use the latest application versions. And when new versions are released we take care of all of the upgrades, patching and maintenance for you.

Per User Control

We put you in complete control of each and every one of your users. Each user can have their own specific application set, and you can assign an application to a user for as little as a single month or leave it permanently assigned to their account. And because **onlinedesktop™** is subscription based, you only pay for the users and applications that you assign and you remain 100% licensed.

onlinedesktop™ allows you to focus on your business

Whilst we take care of running your IT

Advanced Data Protection

The protection of your business data is of paramount importance to us. We therefore go to great lengths to make sure that your business data is replicated between our primary and secondary data centres. We also carry out disk based snapshots (point in time copies) of your data, and finally we make sure that everything is backed up to tape each and every night.

Fantastic Support

Our Service Desk is 100% based in the UK and all staff are all full time employees within the business. As such they all have an in-depth knowledge of what is required to offer exceptional levels of support and service to our valued customers.

Self Service Administration

Our advanced control panel puts you in complete and total control of your organisation and your users, enabling you to add, delete or amend users and their individual requirements, such as assigning applications that they are allowed to run.

Monthly Rolling Contract*

We believe that through exceptional service and value you should be free to choose the right provider for your organisation's needs. We therefore offer monthly rolling contracts with no tie-ins for **onlinedesktop™ Lite**. Of course if you would prefer a fixed term contract then we are able to offer 12, 24 and 36 month terms.

Scalable to Thousands of Users

All of our services have been designed to scale to support many thousands of users. Therefore whether you are a start-up business with a single user or a multi-thousand user corporate, Intercept's Online Services are capable of scaling up and down to meet your specific organisations requirements.

* Only available with **onlinedesktop™ Lite**

** additional subscription charges may apply

With assets of \$1.8 billion under management, EEA rolled out their IT globally using Intercept's cloud service **onlinedesktop™** saving over £125,000 each year.

"I am amazed at how friendly and accommodating the Intercept team are. The flexibility of Intercept's solution means operating in a remote part of South America is just as efficient and easy as if I'm in the London office."

Hiren Patel, Chief Financial Officer
EEA Fund Management

Why do businesses use IT?

A fully managed service, **onlinedesktop™** allows businesses to completely focus on their core activities, without the distraction of running IT. In short, why employ an IT team, when a solution developed and maintained by experts is instantly available?

- **Anytime, anywhere access** – One of the major features of **onlinedesktop™** is its flexibility. As there is secure Internet access to the system from almost any browser-enabled device, users can work from any suitable location, at anytime. This provides our clients with a wealth of options for home-working, 'hot-desking' and other flexible working environments, all proven to increase productivity and ultimately, the efficiency of the business.
- **Linear Pricing** – **onlinedesktop™** allows all businesses to benefit from an Enterprise class IT solution, but without the usual spikes in capital expenditure. Our linear cost model means that charges for additional users are simply incorporated into the subsequent monthly costs. Conversely, if there is a need to reduce staff numbers monthly costs are actually reduced.
- **Built-in Business Continuity** – With **onlinedesktop™** as all IT equipment and business data is stored off-site in our purpose built facilities, disasters at office premises such as fires, floods, or power losses no longer impact the business with the same levels of severity. And if staff are unable to physically get to the office, they can still continue to work from alternate locations as business data and applications continue to be fully accessible.
- **System Updates** - Most companies typically 'refresh' their IT systems once every three years and as a result, operate with extremely outdated solutions. By contrast, the design of **onlinedesktop™** allows us to 'upgrade once' then 'deploy to all'. This means that not only is the system always running the latest versions of operating systems and other software used to maintain the service, but security patches, hot fixes and service packs are also being continually applied.
- **Software License Compliance** – Illegally run software can cost organisations, even small ones, substantial sums in fines and litigation. **onlinedesktop™** can include all Microsoft licensing as part of its monthly subscriptions, and in addition with **onlinedesktop™ Enterprise** we can also manage licensing for any bespoke applications. Our clients therefore no longer have to concern themselves with legal compliance for their software needs. We can even provide regular reports should this be required.
- **Service Levels** - We are often asked; "What happens if things do go wrong?" Unlike most other service-providers, our Service Level Agreement (SLA) provides compensation to customers if our **onlinedesktop™** platform is ever unavailable for more than 15 consecutive minutes. The longer the 'down time' experienced, the larger the penalty, which means we remain very focused on maintaining extremely high levels of availability and service.
- **Predictable Running Costs** – Most businesses are happy to lease premises, vehicles and furniture for operations, so why not do the same with IT? **onlinedesktop™** provides predictable monthly charges and enables budgeting to be allocated from operational expenditure. This means that the cost of IT is far easier to budget for and capital expenditure can be utilised in other important areas of the business.

onlinedesktop™ is designed for flexibility

And is often more cost-effective than traditional client owned solutions

Total Flexibility

Whether you are a sole trader or a large multi-national organisation, we put you in complete control. We manage your entire desktop centrally to ensure that you have the best user experience around, which is always running at optimal performance.

onlinedesktop™	Lite	Enterprise
Online Desktop Data Storage (per user)	1GB	2GB
Fixed Storage Quotas (Hard Limits)	ü	ü
Aggregated Company Storage	ü	ü
Inclusive Business Continuity	ü	ü
Optional Customisable Disaster Recovery Service*	ü	ü
Company Shared Drive	ü	ü
Advanced Control Panel	ü	ü
Microsoft Office 2007 (Standard £9.99 or Professional £13.99)*	ü	ü
Other Microsoft Applications (e.g. Visio £6.99, Project £14.99)*	ü	ü
Integrates with onlinemail™, onlineworkspace™, onlinecomms™ and onlinecrm™	ü	ü
Web Apps*	Most	ü
Any Windows-based Application*	ü	ü
Customer Middleware Servers*	ü	ü
Customer Dedicated Servers*	ü	ü
Customer Dedicated Database Servers*	ü	ü
Guaranteed Service Level Agreement	99.97%	99.97%
UK-based Telephone Support	ü	ü
Intercept's Own Infrastructure	ü	ü
Secure 128-bit SSL Remote Access	ü	ü
Two Factor Secure Authentication	ü	ü
Migration Assistance (EPOA)	ü	ü
Free Setup**	ü	ü
1st Month Free**	ü	ü
Contract Period	Monthly	1 - 5 Years
Monthly Per User Fee (From)	£29.99	Please Call

* Additional charges may apply

** Registration of new domain names through our Control Panel will incur a charge.

Is IT reliable?

To ensure onlinedesktop™ delivers optimum levels of performance and reliability, we have gone to great lengths to build redundancy into the service. Firstly, our core solution design provides high availability, replication and failover of all primary equipment to ensure that any hardware failures do not unduly affect the performance or availability of the system. If we experience problems with any particular piece of hardware, users can still continue working even whilst we replace any failed components or servers.

To protect against data loss, we use a multi-tiered approach whereby data is stored on both hard disks and on traditional backup tapes. We carry out regular point-in-time 'snap-shots' of data throughout the day, which is stored on our Storage Area Network (SAN). We then replicate between our primary and secondary data centres so that we have an off-site copy of all customer data. Finally, we use a traditional tape based backup procedure to secure all data on a daily basis using an industry standard rotation system and unlike many organisations, restore procedures are regularly tested to make sure that we can recover data in the event of a problem.

onlinedesktop™ Lite from £29.99

Designed to provide the lowest cost of entry to virtual hosted desktops for start-up and small to medium businesses (SMB's), but with many of the benefits associated with Enterprise class IT.

onlinedesktop™ Lite achieves its low price point by offering a standardised service with some limitations.

Restricted Application Set - Lite provides a number of optional office productivity and pre-approved applications that can be added to your users on a monthly or permanent basis.

Fixed Storage Quotas - Every Lite user receives 1GB of personal data storage and a company receives 1GB of shared storage. Additional storage can be assigned at the company or user levels in 1GB increments.

onlinedesktop™ Enterprise from EPOA

We have been delivering quality Enterprise IT services via our hosted Cloud Computing platform since 2002.

onlinedesktop™ Enterprise is a totally flexible hosted computing platform that can cater for the needs of the most demanding organisations. Some of its unique features include:

Aggregated storage - all users receive 2GB of storage with Enterprise and unlike our Lite version, this storage is aggregated across an entire organisation with no fixed or hard quota's. You simply pay for the amount of storage you are using, minus your inclusive allocation.

Any application - Enterprise has been designed to allow us to run any application that your organisation requires, from ERP or accounting software through to risk modelling software.

Bespoke Disaster Recovery - business continuity is automatically built-in to all of our products, but if your organisation has specific regulatory enforced Disaster Recovery requirements, then we are able to meet them with bespoke offerings for your applications and business data with customised RPO (Recovery Point Objectives) and RTO (Recovery Time Objectives).

Dedicated Hardware & Servers - if your organisation needs dedicated database, file or middleware servers (whether physical or virtual) then we can cater for these easily within Enterprise.

Two Factor Authentication - remote access to Enterprise is protected with an additional layer of token based two-factor authentication. Users can only login if they have their username, password and one time use code from their software or hardware token.

Minimum contract period - due to the complexity of setting up Enterprise, we are only able to offer a minimum 12 month contract period.

Please see our website for a full list of the available applications and pricing.

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Is IT Secure?

The security of business data is obviously of paramount importance and accordingly, extensive measures are taken to protect the integrity of **onlinedesktop™** systems and all customer data. Security is maintained in three distinct areas;

- **Physical Security** – The physical hardware and software used to deliver **onlinedesktop™** is located in two multi-million pound, purpose-built data centres. These facilities provide unparalleled security, protection and redundancy for all IT equipment. Protection starts with security measures to guard against unauthorised access to the buildings, right through to the safeguarding of equipment against fire, flood, power outages and other physical threats. There are specialised measures and systems in place to cater for almost every conceivable eventuality.
- **System Security** – **onlinedesktop™** has been designed with data security and integrity constantly in mind, with load balanced Firewalls, multiple layers of Anti-Virus (five levels of scanning in total), right through to intrusion detection and prevention systems. We have put measures in place to deal with literally every known threat. Our content filtering systems also apply separate scans to all inbound and outbound email to search for unusual 'signatures' blocking both SPAM (junk email) and possible viruses. It is therefore no surprise that **onlinedesktop™** has an impeccable record of stopping viruses from compromising client data.
- **Access Security** – Whilst the **onlinedesktop™** platform itself is fully protected, a common risk to corporate data is actually from 'soft' threats, such as social engineering calls to gain information about users. We have taken numerous steps to prevent this from happening. Similar to banking systems, if a user requires assistance, we ask for random characters from the information we hold relating to a security question and the appropriate answer, before providing assistance.

Peace of mind

Intercept's **onlinedesktop™** provides your organisation with outstanding reliability and performance. We make sure that your critical business applications are always available by replicating the data between our UK data centres. For your complete peace of mind we also back everything up to dedicated storage media.

All in all, **onlinedesktop™** is one of the most secure and reliable IT solutions available anywhere today.

MSI Global Alliance needed a solution to keep its mobile workforce productive whilst on the move. "We've cut our annual IT costs by about 40%, achieving more than I ever thought was possible in a short period of time. The support we have received from the **onlinedesktop™** team at Intercept has been excellent and is always provided in a cheerful and responsive manner."

James Mendelsohn, Chief Executive at MSI Global Alliance

Intercept Cloud Computing

Intercept has been at the forefront of Cloud Computing since our inception. We were the first service provider in the UK to launch a hosted desktop service back in 2002. We provide a complete suite of online hosted services through our own UK infrastructure and support teams.

All of our online services are delivered via a monthly pay-as-you-go subscription allowing your organisation to select the products and services on-demand, scaling up or down as required. Whether you subscribe to a single product or a range of products, you can be assured of future proofing and that all products are designed to work and integrate together.

onlinemail™

Fully hosted Microsoft® Exchange 2007 business email to keep your data protected and your workforce connected, regardless of location.

onlineworkspace™

Collaborate, share and find information easily, with improved productivity using hosted Microsoft® SharePoint® Services.

onlinecomms™

Streamline Unified Communications with presence awareness, instant messaging, voice and video through hosted Microsoft® OCS.

onlinecrm™

Treat every customer as an individual and improve your profitability with Microsoft® Dynamics CRM hosted and managed by us.

onlinedesktop™

All your applications and your company data is delivered securely and cost-effectively on demand, via our remote virtual hosted desktop.

Migration Assistance

Regardless of whether you are moving from another cloud provider, or migrating from your own internal systems to the cloud, give our friendly team a call and we can guide you through the sign up and migration process to ensure that you have a smooth and trouble free experience.

ABOUT US

As award winning specialists, Intercept focuses on helping companies of all sizes reap the rewards of virtualised IT and cloud computing. From your desktop to the data centre, we will help you get the most out of your IT to reduce costs, improve your users experience and increase business agility.

CONTACT US

Contact us now to see how you can benefit from our services.

è 020 7107 1717

è online@intercept-it.com

è www.intercept-it.com/online