

What is Desktop-as-a-Service?

Desktop-as-a-Service (or DaaS) is a subscription service that allows organizations to use virtual desktops (including servers, data storage, data back-ups, and email solutions) all hosted, secured, and supported in our data center.

Who should use DaaS?

DaaS makes sense for any organization that is thinking about desktop replacement, upgrading operating systems, going through a merger or acquisition, organizations utilizing outsourced IT, or organizations lacking in-house IT support. DaaS is also the ideal solution for organizations with mobile or remote employees or organizations going through a transition of losing key IT staff.

What's a Virtual Desktop?

A virtual desktop is a cloud based computer. It lives on a server in our data center. It allows you to access your applications anywhere, anytime, on any device, instead of hauling that bulky laptop around.

What is a Thin Client?

A thin client is a small low cost device which acts as a computer but does not have a hard drive. It relies on the server to do its processing. Its main purpose is to connect to the virtual machine.

What's a Data Center? And What's an Application Server?

A data center is a secure facility that houses many servers and virtual computers. Any time you use the Internet, you're accessing a data center somewhere! They can be in any physical location, regardless of where you are. An application server is simply a computer in a network dedicated to running certain software applications. The server has multiple processors, large amounts of RAM, and plenty of hard disk storage. Read: fast and big! An application server lives in a data center.

Does DaaS Help My Organization Go Paperless?

Absolutely. With virtual machines all electronic documents can be accessed from anywhere at any time (home, client site, hotel while travelling, the car, etc.). This can help organizations change their paper processes. DaaS actually increases the security of documents, which decreases the risk in going paperless.

What about Backups?

We use a combination of backup software, cutting edge hardware, and replicating data to a second physical location. This allows our support team to easily view and restore data. In addition to this we perform daily, weekly, and monthly backups which are stored both onsite at the data center as well as replicated to the secondary data center.

What is the Risk of my Data Being Compromised?

Actually, less than it is currently. Think for a second as to how easy it would be for someone to walk off with a computer housing client information, say in an airport. But wait! If you have a virtual machine living in a data center there is no actual data on the hard drive of the computer. Where do you keep your money? In a bank, of course. So where should you keep your data? In a data center!

What's the Learning Curve with a Virtual Machine?

Don't worry, it's a piece of cake! There may be minimal differences with how a user logs in. You will use all of your applications the same as before.

So, Here's a Good Question. Does DaaS Save my Organization Money Compared to Traditional IT Expenses?

DaaS is less expensive, especially over time. There will be an initial setup cost and then monthly fees per user. You never have to replace your hardware, servers, operating systems etc. again, yet at the same time you will always be running off of the latest equipment. Computer life spans are also increased. Want to get five, six plus years out of your desktop computers? No problem.

What is the Help Desk?

Our Help Desk is a team of support professionals that will work with each user to solve questions or problems relating to your virtual computer and software. Our systems are supported by a team of our software, systems, network, and security engineers.

Ok, Let's Say I Want DaaS. How Does it Work for the End User?

End users will access their virtual desktops within an icon on their local desktop or through the web from the device of their choice, such as laptops, tablets, Mac's or even your cell phone! Virtual desktops live in the data center, where IT can easily manage and support them.