



ZED^{ONE}HOST

Hosted Managed Desktop

Cloud Computing



Is your business still wasting time and money on PCs and Servers?

Our Hosted Managed Desktop service is a cheaper and simpler alternative to owning and managing your own business IT network.

Desktop users still have the same functionality and Windows environment they are used to, the same Microsoft Office programs, and the same specialist applications. But by housing their software and data remotely in a secure data centre, we can protect it, support it and maintain it. This also frees your employees to work from anywhere with an internet connection.

It's called Cloud Computing. It's the future. And because Zed One now offers it as part of a fully managed service, you don't even need any IT expertise to take advantage of it - or to see its impact on your bottom line.



No capital expenditure required

Your company won't have to splash out on expensive desktops and servers ever again. In fact you may not need any new hardware, full stop. You don't require a server, and old underpowered PCs and laptops can gain a new lease of life.

If you actually need new workstations, Zed One can supply* you with pre-configured 'thin clients' which look like PCs but are inexpensive, more robust and consume around 80% less energy. Either way, you're no longer forced to invest in expensive assets which rapidly depreciate and soon become obsolete.

*We can arrange for either purchase or rental of Thin clients

Reduced operating costs

You don't have to support any server-based infrastructure, because it's all hosted and managed by us. There is no need to set up or maintain a VPN either, and you can finally stop the costly and time-consuming chore of individually checking, patching, repairing, upgrading and securing each PC.

You save money on software too. Software Licensing is included as a part of our service, as are updates to the latest versions.

Scalable and flexible

There is no need to buy software licences for short term, temporary, contract or seasonal staff. As your business grows (or contracts) you can add (or remove) users at any time, making it both simple and quick to scale your IT needs and costs.

Connect anywhere anytime mobility

Hosted desktops are easy to use and quick to deploy. Just plug them in, connect to the internet and off you go, wherever you happen to be, 24 hours a day, 365 days a year.

Users always see their own unique desktop, whether they are at home, in the office, or on the move.

The Zed One difference: we look after your IT so you can look after your business

Unlike our competitors, we provide a full desktop management service. You won't even have to think about routine IT administration and support. We will do it all for you. Upgrades, patches and new versions are all deployed instantly and automatically.

Improved data security

All data is held securely on our Virtual Blade/SAN infrastructure which is staffed and protected 24/7/365. This is much safer than keeping it on your local servers, desktops and laptops which can be stolen, lost, hacked into, infiltrated by viruses or physically damaged.

Continuous patch updates and security checks enable us to provide a safe and secure platform for your business at all times.

Key Business Benefits

- No IT expertise needed
- No in-house IT support needed
- Fixed costs
- Easier remote working
- Enhanced data security
- Guaranteed uptime
- Faster deployment
- Fast & easy scalability
- Less IT admin
- Reduced hardware expenditure
- No need to ever buy software
- Reduced electricity usage



Easier disaster recovery and compliance

You can stop worrying about back-up tapes. Even if your office is hit by a disaster, your data will be safe.

Similarly, compliance becomes much easier. Keeping all data in a single, secure location means that every employee's hard-drive is no longer a potential weak-spot.

Less downtime, more productivity

Our Service Level Agreements are based on 99.9% uptime. That's a lot better than a conventional network infrastructure, which is not only capable of crashing unexpectedly, but also has to be shut down whenever new programs, upgrades and patches are installed and rolled out.

Support whenever you need it

We are available 24/7/365 to help and support our customers. We resolve 95% of cases on our first response and 98% of these in less than 10 minutes.

Personal touch

We don't outsource our support. All our calls are handled by our own qualified IT people based in the UK. As a Zed One customer, you will be supported by a small knowledgeable team who know you and your business. This means we can build a relationship together just as you would with an in-house IT support team.

Zed One Hosted Managed Desktop service vs local PC/Server environment

	Zed One Hosted Managed Desktop Service	Traditional PC/Server environment.
Windows 7	Yes	Yes
Microsoft Office 2010 Standard*	Included	Extra
Sophos Antivirus & Anti Spam	Yes	Extra
Adobe Acrobat Reader	Yes	Yes
Additional software on demand	Yes	No
24/7 Support	Yes	No
Rapid Provisioning	Yes	No
Technical expertise	Not required	Required
More than 99% uptime	Part of SLA	Unlikely
Remote access to desktop	Yes	No
Data held	Remotely in secure, backed up, data centre, with proven resilience and redundancy.	Locally on unsecured server and individual hard drives.
Centralised data storage and archiving	Yes	No
Power consumption	Low	High

*Products included in Microsoft® Office 2010 Standard - Microsoft® Excel, Outlook, PowerPoint, Word, OneNote, Publisher, Office Web Applications

The hidden costs of PC/Server ownership

The consultancy Gartner estimates each PC user in a traditional server based network costs a business between £2,500 and £6,500 a year, once you factor in:

- Depreciation
- Software licenses
- Deployment time
- Support and maintenance
- Security
- Back up
- Power usage
- Compliance
- IT administration
- Disposal costs

All the features you need, from just £39.50 per user per month

Hosted desktop is available in two versions: Plus and Extra.

Hosted Managed Virtual Desktop	Desktop <i>Plus</i>	Desktop <i>Extra</i>
Online Desktop Data Storage (per user)	2GB	4GB
Fixed Storage Quotas (Hard Limits)	✓	X
Aggregated Company Storage	X	✓
Inclusive Business Continuity*	✓	✓
Optional Customisable Disaster Recovery Service*	X	✓
Company Shared Drive*	✓	✓
Advanced Control Panel*	✓	✓
Microsoft Office (Standard or Professional)*	✓	✓
Other Microsoft Applications (e.g. Visio, Project)*	✓	✓
Web Apps*	Most	✓
Any Windows-based Application*	X	✓
Customer Middleware Servers*	X	✓
Customer Dedicated Servers*	X	✓
Customer Dedicated Database Servers*	X	✓
Guaranteed Service Level Agreement	99.9%	99.9%
UK-based Telephone Support	✓	✓
Zed One's Owned & Managed Infrastructure	✓	✓
Secure 128-bit SSL Remote Access	✓	✓
Migration Assistance (EPOA)	✓	✓
Free Setup*	✓	X
1st Month Free**	✓	X
Contract Period	Monthly	1 to 5 years

Connect anywhere anytime

Hosted Desktop is always available. You can connect from anywhere with an Internet connection.

Managed by us for YOU

We manage everything for you from individual user support to managing your infrastructure, leaving you to run your business.

Latest applications & free upgrades

We provide the latest versions of the Microsoft Office suite of applications.

All applications include Software Assurance, which means that whilst you stay connected to our service, you are fully licensed to use the latest versions.

As and when new versions are released we carry out all the upgrades, patching and maintenance for you.



Hosted Desktop *Plus*

We created this entry level hosted managed desktop service for small businesses that only require Microsoft Office Standard with Outlook Email.

Hosted Desktop Plus achieves this low price by offering a standardised service set, although a small number of additional applications can be added. The storage quota of 2GB per user can also be increased at any time for a low monthly fee.

Hosted Desktop *Extra*

Hosted Desktop Extra is a very flexible hosted server platform which can be customised to suit most organisations' computing needs.

All users are allocated 4GB of storage which is aggregated for the whole organisation, so you only pay for the storage you are using across the whole company.

We can also host and deliver many specialist applications that your organisation may require, including accounting software and specialist custom applications.



User Control

You decide what application sets each user can have. You can assign an application to a user for as little as a single month or have it permanently assigned to their account. And because our hosted desktop is subscription based, you only pay for the users and applications in use.

How the Zed One Hosted Managed Desktop 'cloud computing' service works

All software and data are housed in our secure data centre. This data is then sent via the internet, to an end-user's workstation, which could be a PC, lap top or thin client. All data is encrypted so it can't be accessed by external parties.

The end user's Windows experience is identical to that offered by traditional PC Networks. Because the hosted desktop is no longer tied to specific hardware, it can be accessed 24 hours a day, 7 days a week, from anywhere in the world with an internet connection.

A range of services to take care of all your business IT requirements

This is just one of the many IT services we provide including cloud computing, on-premise solutions, connectivity, IT support, telephony, office IT moves and hardware/software supply configuration and installation.

For information about individual services, or how we could provide a one-stop solution for all your IT needs, please call us, send us an email or request a call back via our website.

Expert help and advice is only a phone call away

We are business IT experts so you don't have to be. If you're unsure what your business needs, give us a call for some expert free advice.

We've probably advised dozens of organisations in similar circumstances. We are not tied to any suppliers or committed to only one type of solution. And we are ready and willing to help.

Key features

- Secure Microsoft Hosted Virtual Desktop
- Connect from anywhere at anytime
- Full integration with Hosted Exchange
- Latest versions of Microsoft Applications
- Add or remove applications on a per user basis
- Shared company drive for central data storage
- Personal data drive for private data storage
- Advanced data protection and replication
- 24/7/365 UK support & Account Manager
- Fully managed service
- Monthly billing and monthly contracts*
- Scalable from one to 100's of users
- Prices from £39.50 per user, per month

*Hosted Desktop Extra only

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ZED ONE **ONE**

IT Services & Support for Business