

Hosted Workspace with entrustIT

For most organisations, managing and supporting employee workspaces will cost time, resources and money. Every security patch, update, upgrade or new application has to be tested, installed and supported and that burden only gets worse as your headcount increases.

There is a better way

The Serval Hosted Desktop moves your entire Windows Desktop experience to the cloud. We take care of all the service provision, backup, disaster recovery, updates and support and you just get on with business. Simple.

What is a Hosted Desktop?

A Serval Hosted Desktop is first and foremost a Microsoft Windows desktop, in fact it's no different to your current Windows desktop today.

Right now your windows desktop lives on either a PC or a laptop. It has your personal background picture and the shortcuts to your applications and favourite documents are all there. A Hosted Desktop is that same Windows desktop, but not tied to a single PC or laptop. Instead of using local servers and networks, we can deliver the desktop over the internet.

Once the desktop is in the "cloud" you can access it from ANY device and from ANYWHERE and at ANY TIME. All you need is an internet connection. The same applications and files, looking and acting the same as before but no longer tied to your office, or your home PC. Complete mobility.

We offer a wide range of software as standard, including Microsoft Word, Excel, Outlook, Internet Explorer and Adobe reader. Additional programmes such as Sage and SQL databases can easily be added.

But won't the performance be terrible?

Actually no. All the work is being done at our data centre and the amount of data being sent up and down is very small. Also, the software used to handle this is very clever and it compresses the data even more to make the whole process as efficient as possible.

In fact, it's so efficient that you could watch video streaming inside our Hosted Desktop and it would look and feel like it was all happening locally.

Is it secure?

We only deliver our services from our data centre. All the information exchanged between our locations and yours are encrypted to the highest possible commercial standard. Your data and software would be backup on a daily basis to provide you with complete peace of mind.

If you want:

- Access to your applications and data from any location, at any time and from any device
- Access to a highly trained support team on the telephone and over the web
- High levels of security, availability and disaster recovery
- An IT service that flexes as your organization does, with charging that reflects your usage
- Multi-site collaboration ability or greater levels of mobile working
- Support for BYOD (bring your own device) but without security compromise

Then a Serval Hosted Workspace is for you.

Hosted Workspace Options & Features	SME Workspace Standard	SME Workspace Power	SME Workspace Professional
Description	CITRIX based Hosted Desktop with 8:1 contention, suitable for most services organisations using desktop apps (Quickbooks, Sage, Payroll, CRM)	CITRIX based Hosted Desktop with 4:1 contention, suitable for services organisations with heavyweight applications or analytics processes	CITRIX based Hosted Desktop with 2:1 contention; suitable for Power users within an organisation or organisations with high levels of design or analytic activity
Costs from	£68 per user per month	£90 per user per month	£111 per user per month
Full Windows Desktop	Y	Y	Y
Any device accessibility	Y	Y	Y
Line of business application integration	Y	Y	Y
UK based Tier III+/IV data centres with ISO 27001 accreditation	Y	Y	Y
Full suite of productivity tools	Y	Y	Y
Microsoft Office	Standard	Professional	Professional
Integrated Exchange Email	Y	Y	Y
Mail Archiving	N	Y	Y
Telephone Support	Y	Y	Y
SQL Server Services	N	Y	Y
ERP System Integration	N	Y	Y
Integrated data storage	10GB	25GB	25GB
Compliance Assistance	N	Y	Y
Annual DR / BCP Certificate	N	Y	Y