ASHLEY CLARKE

Ashley Clarke Hosted Desktop

Example

Ashley Clarke's Hosted Desktop is a full featured Windows 8 style experience delivered from the cloud. One of the key advantages of this approach is that users can connect to their desktops from any location on a wide variety of devices. Security is enhanced as critical data never leaves the data centre and is never stored locally on user devices.

Why host your desktop with Ashley Clarke?

- ✅ Supports mobile and telecommuting workforce

- ✅ Secure, instant access to files, applications and email from almost any location

- ✅ Allow staff to connect to company data on a personal device without any security concerns

- ✅ Highly secure infrastructure

- ✅ Protect your data from walking away on laptops and mobile devices .

- ✅ Proactive monitoring of the platform by Ashley Clarke will identify, prevent and remove viruses and malware

- ✅ Securely located in the UK in Tier 4, IBM ISO 27001 data centres

- ✅ Customised security policies and directory permissions for all employees

- ✅ Fully redundant data storage and flexible routine back-up

- ✅ Fixed monthly fee per user

- ✅ Eliminate capital expenditure on servers, networking technology, and software

- ✅ Eliminate upgrades and maintenance costs on internal hardware and software

- ✅ Full Microsoft Office 365 integration with your chosen application(s)

Data Centre Area	Ashley Clarke Data Centre	Marketplace
Generators	68 Generators	2 - 6 Generators
On-site Fuel	1 million litres (capacity to power 125,000 homes) + Refueling contracts	11,500 - 185,000 litres
Internet Connectivity	14 internet providers (minimum)	1 - 5 internet providers
Cooling	25 air conditioning units + contractor permanently on site	4 - 11 air conditioning units + with no contractor permanently on-site
Server Capacity	10,000 racks (210,000 2U servers) + additional 15,000ft suite in progress	55 - 800 racks (up to)
Data Hall Access (Security)	X-ray scanners, weighing machines, finger printing and card access + man trap to each data hall	Card access and/or 4 digit PIN + man trap in some cases
Site Entrance (Security)	Rigorous vehicle trap + ID verification prior to admittance to the site	ID verification once entering the physical building + vehicle trap in some cases
Impact Level Rating (now rated as "Official-Sensitive, Secret")	Impact Level 4 (IL4) suitable for confidential and secret workloads	Impact Level 1 - 3

Ashley Clarke
Hosted Desktop Service

The Ashley Clarke Hosted Desktop service provides a rich Windows Desktop with a set of applications installed, delivered over the internet onto any capable device. The service will come complete with your chosen company application(s), the latest Microsoft Office 365 suite, plus a fully hosted Microsoft Exchange Email account. This will enable the users to work in a secure online environment at data centres located throughout the UK.

Hosted Desktop Description

Windows 8 Style Remote Desktop	Yes
Microsoft Office 365	Yes
10GB Storage per user pooled	Yes
Secure Internet Access with Content Filtering	Yes
Managed Backup	Yes
24/7 Desktop Support	Yes
Hosted Email with 50GB mailbox per user	Yes
Adobe PDF Reader	Yes
Anti-Virus and Anti-Spam	Yes
Smart phone and Tablet support	Yes

By delivering this service we can offer the following benefits:

- Rich Windows desktop experience
- Smooth audio and video playback experience
- Rich graphics and video user experience over the internet
- True Multi-Touch and gesture control with appropriate h a r d w a r e

The Ashley Clarke Hosted Desktop service is delivered from UK data centres. Our customer data is stored with ISO27001 compliance, the Data Protection Act 1998 and the Solicitors Regulation Authority guidelines.

Customer	Example Customer
Term	36 Months
Description	Hosted Desktop Cloud Platform
Users	40
Set Up Cost Per User	£
Monthly Cost Per User	£
Total Costs	£ one off set up* £ Per Month**

Set Up Per User Includes*

✅ Build and configuration of private virtual servers

✅ User ID's, email accounts, print queue, agreed licensed applications

✅ Migration of your existing data, to include all file and email data

✅ Set up and configuration of fire wall for data security and internet connectivity

Monthly Cost Per User Includes**

✅ Full Microsoft Office 365 and all future Microsoft updates

✅ OS licensing

✅ Project management, cloud architects and cloud engineer's hours

✅ Full 365/24/7 access to the cloud service desk and 2nd and 3rd line engineers

✅ Full Disaster Recovery

✅ Fully hosted Microsoft Exchange email accounts and backups

✅ Hosted Desktops delivered via the Ashley Cloud private cloud platform

ASHLEY CLARKE

TAILORED COMMUNICATIONS AND CLOUD

The formation of Ashley Clarke is an exciting development in the world of Cloud Services and Communications.

Importantly in today's ICT market is the fact that Ashley Clarke is profitable and financially secure and not highly leveraged. This ensures that when our customers places business with us, they can be confident that their supply will not be interrupted as a result of issues arising from financial instability.

One of our primary business objectives is to build successful partnerships with selected partners such as IBM and IBM Softlayer

We are building customer growth and satisfaction by referrals. In an industry where the "churn" is acceptable to most communications companies, we believe there is a specific need for a very different approach. We aim to keep our customers well beyond their original contracted term.

I thought I would give a little feedback on our move to the 'cloud'.

As you know when we took over the business there were various legacy system issues that made the migration to the cloud operationally tricky.

Your team however did a truly amazing job and the system we now have is fantastic.

I am delighted that we chose to work with Ashley Clarke and have already recommended you to other firms. I look forward to working with you into the future.
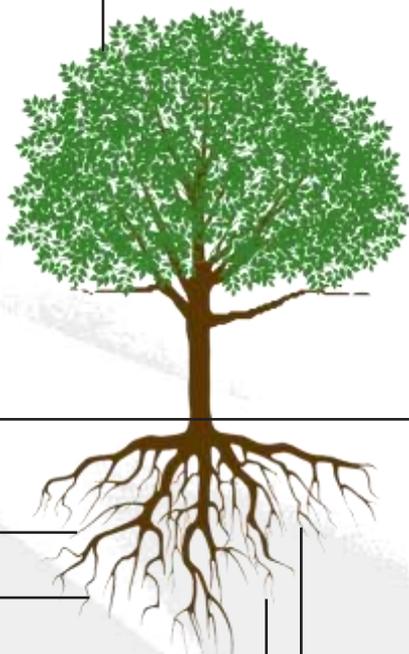
Best regards

Scott Smeaton CEO
SSAM Legal Ltd

On Premise Server V Cloud Computing

On Premise

Cloud Computing

9% Software Licenses

68% Subscription Fee

Customisation & Implementation

Hardware

IT Personnel

Maintenance

Training

Implementation
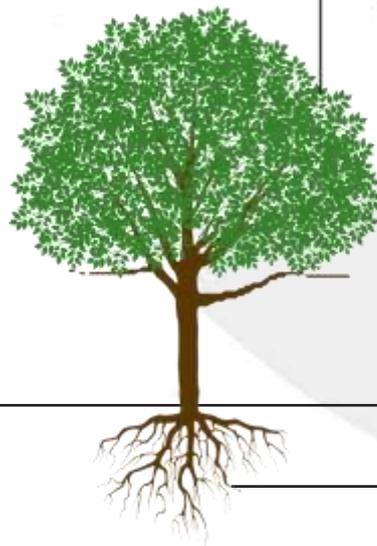
Ongoing Costs

Apply fixes, patches, upgrade
Downtime
Performance tuning
Rewrite customisations
Rewrite integrations
Upgrade dependent applications
Ongoing burden on IT
Maintain/upgrade hardware
Maintain/upgrade security
Maintain/upgrade database

Ongoing Costs

Subscription fee

Frequently Asked Questions

Q Have Ashley Clarke included costs for any Microsoft licenses?

A *All Microsoft licenses are included within the solution and include; Windows Server, Office 365, Exchange email, SQL and CAL's.*

Q What is the situation regarding backups and archiving?

A *The backup solution is managed by Ashley Clarke. In the event data needs to be restored, this is achieved by our cloud engineers as a priority.*

Q Printing and Scanning

A *Printing is currently delivered in 2 formats, direct print spooling and via a 3rd party product - Thin Print which Ashley Clarke provide at zero cost. Scanning is available and is normally connected back to the Hosted Exchange environment in the form of scan to email. If Hosted Exchange is not implemented, then alternative options are available.*

Q Does our data leave the UK?

A *No, all data is stored in the UK in Accredited data centres and never leaves the UK.*

Q Who owns our data?

A *All data is owned by the customer, at no time is the data owned by Ashley Clarke. All data is returned to the customer at contract end if required.*

Q What happens if we want to add or delete users?

A *The Ashley Clarke Hosted Desktop Cloud Platform is scalable - you can add and pay monthly per user per month in the normal way, Ashley Clarke will not add set up costs to any user above the contracted number as the build of virtual servers and migration will already have taken place. You can also delete users and therefore your monthly cost would reduce.*

Q What does the platform offer in respect of uptime and continuity protection?

A *Data centres are Tier 4 with 99.999999% uptime and includes full backup for continuity.*

Frequently Asked Questions

Q Will Ashley Clarke SLA's allow access to inspect data in order to meet SRA outcome 7.10?

A *The SRA can have access to the platform if required.*

Q Is data stored on a private cloud, or private area of a hybrid cloud for confidential material?

A *Data is stored in a private cloud area on a hybrid cloud platform within a fully secure IBM Tier 4 data centre.*

Q Do our SLA's stipulate full safe harbour compliance?

A *Data is not stored outside of the EEA.*

Q When staff are working on the move, how are communication channels secured for security?

A *No data leaves the data centre and all connections over RDP SRE secured on SSL.*

Q Can you offer audited information security that a minimum is compliant with ISO 27001?

A *The core delivery platform and data centre meet ISO 27001 delivery and security standards, the underlining cloud and data centre are compliant with ISO27001.*

Q *What guarantee does Ashley Clarke give that data is protected in the event of technical failures or becoming insolvent?*

A *The data centre is fully protected in a Tier 4 data centre; IBM guarantee 99.999999% uptime. Data is backed up every 30 minutes. Ashley Clarke never own the data; the data is always owned by the customer. In the event of Ashley Clarke becoming insolvent, data under SLA terms is returned to the customer or access for another provider.*

Q Do Ashley Clarke offer a full service wrap around?

A *Ashley Clarke has a unique "assurance" 5 step customer programme that can be reviewed on our website: http://ashley-clarke.co.uk/why-use-us/assurance/.*