



BtL Online Desktop

Overview

Over 58% of businesses admitted they suffered due to the snow in December last year and over 74% of British workers were affected by the snow chaos. **BtL** now offer **BtL** online desktop which can be run over any internet connection meaning that if any unforeseen circumstances like snow, pandemics or just plain office unavailable were to occur your employees could still work from home and your business could still run as normal.

What is BtL Online Desktop?

BtL onlinedesktop is a hosted, fully managed, IT solution. Also referred to as Cloud Computing, this service delivers software applications and data via a hosted infrastructure platform.

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.

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; secure multi million pound data centre facilities.

BtL onlinedesktop users can either login via our secure web site, or 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. Essentially the user experience is unchanged.

After login, no other communication except mouse clicks, keyboard strokes and screen refreshes, pass between the users PC and our servers this is as our servers are not the end user device carrying out all the data processing. No data ever leaves our data centres, **BtL** onlinedesktop is extremely secure. However, just to be absolutely sure, all information transmitted it is encrypted to 128-bit (the same level for all online banking) to ensure client data is never compromised.

Features

- **Anytime, anywhere access** – users can work from any suitable location, at anytime. This provides clients with a choice of options i.e. home-working, ‘hot-desking’, “road warrior” and other flexible working environments.
- **Built-in Business Continuity** – With **BtL** onlinedesktop any business disasters at office premises such as fires, floods, or power losses no longer impact the business. Staff can continue to work from other locations.
- **System Updates** - **BtL** onlinedesktop allows us to upgrade the system meaning your business is always running the latest versions of operating systems
- **Software License Compliance** – Illegally run software can cost organisations, even small ones and substantial sums in fines. **BtL** onlinedesktop can include all Microsoft licensing as part of its monthly subscriptions.
- **Service Levels** - Unlike most other service-providers, our Service Level Agreement (SLA) provides compensation to customers if our **BtL** onlinedesktop platform is ever unavailable for more than 15 consecutive minutes.
- **Predictable Running Costs** – **BtL** onlinedesktop provides predictable monthly charges this means that the cost of IT is far easier to budget.

Is it Secure?

BtL realise that the security of business data is obviously of paramount importance the security of onlinedesktop is maintained in three distinct areas;

- **Physical Security** – The physical hardware and software used to deliver BtL onlinedesktop is located in two multi-million pound, secure, purpose-built data centres.
- **System Security** – BtL onlinedesktop has been designed with 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
- **Access Security** – Whilst the BtL onlinedesktop platform itself is fully protected. 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. You can also choose the access to certain programs/files per user.

Hosted Virtual Desktops from £*** per user per month

There are two versions of BtL onlinedesktop BtL Lite an entry level solution, and BtL Enterprise which provides a completely custom-built service.

BtL Online Desktop	Lite	Enterprise
Data Storage (per user)	1GB	2GB
Fixed storage quotas	✓	✗
Company Storage	✗	✓
Inclusive business continuity	✓	✓
Disaster recovery service*	✗	✓
Company shared drive	✓	✓
Control panel	✓	✓
Microsoft office 2007*	✓	✓
Other Microsoft products (Viso)*	✓	✓
Integrates with onlinemail, workspace, & crm	✓	✓
Web apps*	Most	✓
Any window based apps*	✗	✓
Customer middleware servers*	✗	✓
Customer dedicated servers*	✗	✓
Dedicated database servers*	✗	✓
Guaranteed SLA	99.97%	99.97%
Telephone support	✓	✓
Secure authentication	✓	✓
Secure 128-bit SSL access	✓	✓
Migration assistance	✓	✓
Free setup**	✓	✗
1st Month free**	✓	✗
Contract period	Monthly	1-5 years
Monthly fee per user	£***	Please Call

* Additional charges may apply

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

Registered in England & Wales: Company Number 4264142



Is it reliable?

To ensure **BtL** onlinedesktop delivers optimum levels of performance and reliability 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 bases.

Whether you are a sole trader or a large multi-national organisation, **BtL** 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 optimum performance. Your staff can work what ever the weather or situation. This is just another way that **BtL** is saving your business time and money.

Registered in England & Wales: Company Number 4264142

Tel: 0800 011 4088
Email: info@btlc.co.uk

Fax: 0845 450 2101
Web: www.btlc.co.uk

Manhattan House, 140 High Street, Crowthorne, Berkshire, RG45 7AY