



HTL Support Product Matrix

	SERVICED CLOUD HOSTED DESKTOP	SERVICED CLOUD HOSTED DESKTOP	SERVICED CLOUD HOSTED DESKTOP PREMIUM
Description	Microsoft Hosted Exchange and Hosted Phone System	Microsoft Remote Desktop Server (RDS) <i>Shared Processing Power</i>	Microsoft Virtual Desktop Infrastructure (VDI) <i>Dedicated Processing Power. Increased Graphic and Audio Support.</i>
PRICE PER USER PER MONTH <i>Pay only for the users you have</i>	£ 15	£ 50	£ 110
Cloud Storage	500GB	1TB	2TB
Minimum of 5 Users	✓	✓	✓
Free Set Up and Data Migration	✓	✓	✓
Free Ongoing Support	✓	✓	✓
Phone System - <i>Free local and UK landline calls*</i>	Asterisk	Asterisk	Microsoft Lync Pro or Asterisk
Exchange 2013 Email Server <i>with full Smart Phone Support</i>	✓	✓	✓
Custom Database Hosting <i>(includes SQL Server if required)</i>	✗	✓	✓
Microsoft Office 2013	Outlook	Standard Outlook, Word, Excel, PowerPoint, Publisher	Professional PLUS Outlook, Word, Excel, PowerPoint, Publisher, Access, InfoPath, Lync
Secure London Tier 3 Data Centre <i>ISO27001 Certified</i>	✓	✓	✓
256bit Encryption <i>with 2048 bit SSL certificate</i>	✓	✓	✓
Redundancy - <i>Full Replication to secondary Data Centre</i>	✓	✓	✓
Serviced Cloud Anti Spam	✓	✓	✓
Trend Micro Anti Virus	✓	✓	✓
Employee Stats	✗	✓	✓
99% SLA	✓	✓	✓
Domain Name & DNS	✓	✓	✓
Website Hosting	✓	✓	✓

Phone Service requires HTL Support VoIP Service Contract. Phone numbers £1 each per month + cost of calls.