ATLAS CLOUD

Frequently Asked Questions

1. WHAT IS THE CLOUD?

"Cloud computing" can be seen as another term for utility computing. In other words, applications, platforms or infrastructure are made available to businesses by a cloud service provider, similar to utility companies providing electricity, water or telecommunications. Comparable to a power plug or a water tap, the services provided can then be accessed via the internet on any device, anywhere in the world.

2. WHAT ARE HOSTED DESKTOPS?

A hosted desktop (often also referred to as Desktop as a Service or DaaS) – much like the name suggests – is a desktop that is hosted in the cloud. In essence, a hosted desktop combines multiple cloud offerings such as email, applications and data storage into one solution, providing similar functionalities and capabilities.

A hosted desktop looks no different from a traditional, physical desktop; the difference between the two is the location where apps, data and email are stored. A physical desktop accesses and stores data, apps and email on the actual device. With a hosted desktop, everything is stored in a secure data centre and the device merely serves as a medium to display images of what is accessed.

3. WHY SHOULD I USE THE CLOUD?

The cloud offers a multitude of benefits depending on how it is used. One of its main attractions is the quick and easy storage of data as well as data backups and recovery which is available to everyone through various applications. Furthermore, the cloud increases accessibility of data and applications on multiple devices from anywhere in the world and enables seamless synchronisation between devices. In addition, it is a cost effective and scalable solution for businesses as they only pay for what they use and can improve energy efficiency and productivity.

4. IS THE CLOUD SECURE?

It is indeed, and security is one of the main benefits of hosted desktops. Security does not depend on individual devices any more – the desktops are hosted in a secure infrastructure and data, apps and email are held in multiple, secure data centres. Similar to keeping software up to date, the hosted desktop provider also automatically performs security updates for the entire system and all desktops. Furthermore, data is automatically encrypted and available Multi-Factor Authentication ensures that files are kept

safe. Seeing as nothing is stored on the actual device, critical company data would not be compromised if the device is lost, stolen or breaks down.

Atlas Cloud were also one of the first IT providers in the UK to become ISO 27001:2013 certified.

5. WHERE IS MY DATA STORED?

At Atlas Cloud, we store your data in ISO 27001 (security) certified data centres in the UK.

6. ARE MY DATA AND EMAILS BACKED UP?

Yes, all data and e-mails are backed up automatically and regularly by the Atlas Cloud team.

7. DO I NEED ANTI-VIRUS SOFTWARE?

Anti-virus software is part of our desktop. However, we recommend that you always protect your device as well and we're happy to provide you with suitable software.

8. CAN I WORK FROM HOME AND WHILST TRAVELLING?

Yes. Desktops can be accessed on any internet enabled device, in any location all over the world.

9. WILL IT WORK ON MY SMARTPHONE, TABLET, LAPTOP OR HOME PC?

Yes, you can access your work desktop on any internet enabled device without having to transfer data or install applications beforehand.

10. DO I NEED A FAST INTERNET CONNECTION?

You don't need a fast internet connection to use the Atlas Cloud. Current internet connectivity models such as ADSL and FTTC are perfect for hosted desktops as almost all of the traffic is downloaded.

11. WHAT'S THE DIFFERENCE TO OFFICE 365?

Both Microsoft Office 365 and hosted desktops are an example of cloud based services. Office 365 is limited to software applications whereas a hosted desktop delivers the entire package (e-mail,

generic and specialist apps, storage, back-ups, security and disaster recovery).

12. DO I NEED NEW HARDWARE?

No. One of the benefits of the Atlas Cloud solution is that it doesn't require new, high quality hardware to work as devices merely serve as an access point. Obsolete hardware can be phased out over time and replaced by energy saving Thin-Client devices if needed.

13. WHAT APPS CAN YOU GET ON THE ATLAS CLOUD?

We currently offer around 400 applications in the cloud and have the capability to "cloudify" any application, including complex industry specific software.

14. HOW MUCH DOES IT COST?

The cost depends on the number and complexity of the applications you require, the amount of storage and the number of users. Payment works on a pay-as-you-go basis, so you effectively pay for what you use.

15. CAN I FLEXIBLY ADD OR REMOVE USERS FROM MY PRICING AS I GO ALONG?

Yes. Our solution is highly scalable and thanks to our pay-per-user-per-month pricing, adding or removing users is not a problem.

16. HOW QUICKLY CAN MY BUSINESS BE UP AND RUNNING?

At Atlas, we can deploy a new office with little to no business disruption. Our team can be at your office premises on Friday night and everything will be set up by the time you come in on Monday morning. A member of our tech team will be there to help you get started and answer any questions that might come up.

17. WHAT SUPPORT IS PROVIDED?

Standard business hour support included in the solution is 8am-6pm Monday to Friday.

18. DO I STILL NEED SOFTWARE LICENSING?

We provide all Microsoft licensing within the cloud as part of the hosted desktop.