

## **OTB Cloud™ Frequently Asked Questions**

### **What is OTB Cloud?**

**OTB Cloud** is a Desktop as a Service (DaaS) solution. Instead of installing and maintaining a local area network (LAN) with a file server and workstations in your office, OTB Cloud enables you to host your file and application servers, virtual workstations, MS Office and Outlook, legal and other applications, plus all of your data in a secure data center that you access via the Internet. OTB Cloud is provided on a per user, per month subscription basis by legal technology experts OTB Consulting in conjunction with GetCloud Services, a leading cloud computer service provider.

### **Why should we consider OTB Cloud for our firm?**

Benefits of OTB Cloud include:

- You get almost the exact same functionality as you have with your current premise-based LAN, but without the hassles and many of the expenses.
- Considering all of the monetary and non-monetary factors, OTB Cloud will reduce your out-of-pocket IT expenses, as well as give you a better IT experience with fewer headaches and risks.
- You get to focus on practicing law rather than trying to be an IT expert or having to pay an outside IT provider to manage your LAN.
- Reducing the risk that you will incur unforeseen IT expenses due to premature hardware failure, user error, or a less-than-competent IT provider.
- “Anytime, anywhere” secure remote access to your applications and data without having to support and manage the underlying network infrastructure.
- Reduced capital expenditures with the added value of predictable IT costs.
- A properly configured and optimized platform to support your legal-specific applications.
- Your applications will perform faster and will be more fault-tolerant because they are running on virtual desktops, with the LAN complications eliminated.
- The cost and hassle of workstation maintenance are all but eliminated ... update your software one time and it applies to all of your OTB Cloud virtual desktops.
- You can upsize and downsize more easily. You can add additional users with a phone call, and without the associated IT and software costs of doing so on your LAN. You can reduce the number of users without sacrificing the sunk costs you would have in IT and software costs in a premise-based system.
- Because rolling hardware upgrades take place seamlessly at the server level you will always have high-end, top-of-the-line hardware running your server and virtual workstations.
- Backups are run twice daily and saved to secure, redundant storage locations. This provides a full disaster recovery solution for your firm.

- Support for the OTB Cloud platform is 24x7x365, is U.S.-based, and is delivered by highly trained and certified network engineers. This level of support is not economically obtainable in a premise-based system.

## **How much does it cost?**

The cost for the services listed below is \$90 per user per month. There is a one-time implementation fee to cover the system migration and startup work, the cost of which varies depending on the work necessary to migrate your system to the cloud, and is usually in the \$500 to \$3,000 range.

## **What's included in the monthly fee?**

- OTB Cloud desktop with 20 GB data storage per user. Additional data storage costs \$.20 per GB per month.
- Microsoft Office Professional Plus, which includes the current versions of Word, Excel, PowerPoint, OneNote, Outlook, Publisher, Access, InfoPath and Lync.
- Microsoft Exchange Server 2013 email hosting with 25 GB email storage/user mailbox or unlimited storage for \$8 per mailbox per month.
- Anti-virus and anti-malware protection.
- Data backups.
- Program upgrades (including software licensing costs) and support for all of the Microsoft applications listed above.
- Program upgrades (excluding software licensing costs) and limited support for the following applications (“Common Applications”), including, but not limited to:
  - ▶ QuickBooks
  - ▶ Peachtree
  - ▶ Adobe Acrobat
  - ▶ Microsoft Dynamics Suite (Great Plains, Solomon, CRM, etc)
  - ▶ SalesForce.com
  - ▶ Microsoft Publisher
  - ▶ Microsoft Visio
- Rolling hardware upgrades ensuring you will always have high end hardware specs.
- Management services and support for the OTB Cloud platform.
- Installation, upgrades, and support for legal-specific applications may be included as provided in the Implementation Agreement.

## **Is there any protection against price increases?**

Annual or semi-annual payment can be provided for OTB Cloud to protect against price increases.

## **Are the monthly charges based on the number of employees or the number of work stations?**

OTB Cloud monthly charges are per named user. Each user can be connected to the OTB Cloud with only one device at a time. Employees could share a user login if they do not need to access the system at the same time, such as if one part-time employee works at a computer in the morning and another employee works at the same computer in the afternoon.

## **If we want to use multiple devices will we need to pay extra?**

OTB Cloud charges are per user. A user can access OTB Cloud from multiple devices but can only have one connection active at a time.

## **What current costs are we paying that OTB Cloud will reduce?**

- The upfront, maintenance, and replacement costs of a server, or as powerful a server, as you would need for a premised-based system.
- OTB Cloud requires that your workstations can access the Internet. Depending on how many users you have, how many printers and scanners, and any non-standard applications you use, you may need a LAN. However, that LAN would be far less complex and expensive as the one needed to run all of your applications locally.
- The costs of network software and management (upgrades, backups, etc.).
- The costs to purchase, configure, upgrade, and manage anti-virus, anti-malware, anti-spam, etc., programs on the server.
- The costs to purchase and upgrade Microsoft Office on all of your workstations.
- The costs to upgrade the Common Applications listed above, exclusive of any software license costs.
- The costs to create and implement a disaster recovery and business continuation plan.

## **What costs are not included?**

The costs that are not included in either the implementation fee or the monthly fee are ones that you would incur with or without OTB Cloud. These are the hardware and software costs related to your local workstations and to access the Internet.

- A standard workstation or Internet-enabled device with its operating system is required for each user.
- Connectivity to the Internet for each user is required, using a modem or router and a cable or other Internet connection.
- You may want to implement a firewall for security to protect your local computers.
- Although technically not required, anti-virus and anti-malware programs for your local workstations are highly recommended.

## **What happens if we wish to cancel?**

OTB Cloud services are provided on a month-to-month basis, and you can cancel with 30 days notice.

## **Can we use the Microsoft Office 365 we already have?**

Yes. However, due to Microsoft licensing policies, you would still need to purchase Microsoft Office from GetCloud Services to use the Office applications from the OTB Cloud. Because the cost of each is the same, there is little or no advantage to using your existing Office 365 subscription. All of your program configurations and data can be transferred to the Microsoft Office platform provided by GetCloud Services. Plus, end-user support is provided by GetCloud Services, while no end-user support is provided by Microsoft for Office 365, and there is no substantial difference in price.

## **Can we access the OTB Cloud environment from our smartphones, tablets, or Macs?**

Yes, the OTB Cloud environment is accessible from smart phones, tablets, and Macs using the Microsoft Remote Desktop connection software available in Android and Apple stores. Bear in mind that the display on tablets and smartphones is smaller than on your workstation, and that the input devices (keyboards, touch screens, and voice dictation) may not be as efficient as the full-size monitor and keyboard on your workstation or laptops.

## **How do we get our applications and data into OTB Cloud?**

The method by which your data will be uploaded to OTB Cloud is determined during the implementation process by the amount and type of data you have, and the speed of your Internet connection. If an Internet data upload is not feasible because of the amount of data, then the data can be copied to a removable drive, encrypted, and shipped to our data center. All decisions reached during the implementation will be reflected in an Implementation Agreement.

## **Can we install or update applications, or do you have to do it, and if so, how much does that cost?**

Due to security considerations and the special configuration of the OTB Cloud server and workstations, users cannot install programs on the OTB Cloud server or cloud workstations. Applications and updates for non-legal-specific programs are managed and implemented by GetCloud Services Support at no extra cost. Applications and updates for legal-specific programs are managed and implemented by OTB as set forth in the Implementation Agreement. Upgrades are done after business hours when user activity can be disabled to limit potential problems.

## **What kind of tech support do you provide?**

- GetCloud Services supports the OTB Cloud hardware and software, and Microsoft Office applications, and will make their best effort to provide technical support for all non-legal-specific Common Applications as described above that are hosted in the OTB Cloud environment. GetCloud Services support hours are 24x7x365, with 7:00am-1:00am ET (live) on business days, and with a 15-minute call back between 1:00am and 7:00am ET on business days and all day on non-business days.
- OTB Consulting provides legal practice management consulting and support for legal-specific applications, as set forth in the Implementation Agreement. Certain technical support issues may be referred to the developer of such applications. Therefore, keeping the legal-specific applications' maintenance plans current is required. OTB support is available by appointment, although we will make our best efforts to be available in case of an emergency.

## **Are there any applications we can run on our LAN that won't run on OTB Cloud?**

- Many voice-related applications such as dictation software and graphics-intensive applications do not process well in the cloud environment. These applications require a custom solution which might include the related application being used locally but the data being uploaded to the cloud desktop to be available for security and backup services.
- Locally attached scanners also tend to require a custom solution to ensure the data is available cloud server side. Options include setting the scanner to scan directly to the cloud server, or to save to a Dropbox or other account that can be accessed by the cloud server.

## **Will we be able to hear audio running on the OTB Cloud?**

Audio redirection for listening on the local computer is supported by OTB Cloud. Recording audio over the cloud has more challenges as set forth in the paragraph above.

## **Can we scan into the OTB Cloud?**

Yes, scanning functionality is supported by a variety of methods. Network scanning devices can scan directly to OTB Cloud. Since local scanning devices are limited in functionality by the associated scanning software, scanning to a local computer folder and redirecting the folder to the cloud desktop, or scanning directly to a DropBox-type folder, will allow scans to be available in the OTB Cloud.

## **Can we print from within the OTB Cloud?**

Yes, OTB Cloud supports local printing functionality so you will be able to print to any printer to which you can print now.

## **Can we use multiple monitors with the OTB Cloud desktop?**

Yes, you can use multiple monitors if your workstation is running Windows 7 Professional or higher, or a Mac with v. 10.6.8 or higher.

## **Do we browse the Internet through our local computers or through the OTB Cloud desktop?**

You have the option to use the Internet browser functionality of the cloud desktop or you can browse from your local workstation. If your browsing needs to integrate with other applications in the OTB Cloud, you would browse in the OTB Cloud.

## **Is Microsoft Lync available from our smart phones?**

Yes, Microsoft Lync (which provides instant messaging, Voice over IP (VoIP), and web conferencing) is supported on Android and iPhone devices.

## **What are the specifications of the OTB Cloud server?**

OTB Cloud specifications are dependent on the applications being used and the number of users, but the base specs are:

- CPU –2 cores for up to 5 users. One additional core for each additional 5 users.
- Memory –2 gigabytes (GB), plus 1 GB for each user.
- Drives:
  - ▶ System drive – 40 GB SSD.
  - ▶ Data drive – 20 GB SSD per user. Additional data storage costs \$.20 per GB SSD per month.

*OTB Cloud is unique in that if the base specs are not sufficient to run the firm's applications properly, they will be adjusted to do so at no extra charge.*

## **Does OTB Cloud work as fast as my LAN solution?**

In most cases, applications run faster, perhaps much faster. When you run applications on your LAN, the speed of your system is often limited by your network resources. Those limitations do not exist in the OTB Cloud environment where all the applications are run on a high-end server, with only screen changes being transmitted to your computer screen. Cloud desktop users most often find that their LAN-based applications run far faster, and are more fault tolerant, in OTB Cloud. Keep in mind that the speed of the system can't be any faster than its slowest link, so a reliable and fast Internet connection to access the OTB Cloud is preferred.

## **Are we required to install any specific software programs on our workstations to access the OTB Cloud?**

OTB Cloud utilizes the Microsoft Remote Desktop application, which is included on all Windows 7 and above computers. Therefore, no additional program installation is needed. For Mac computers, tablets, and mobile devices, installing the Microsoft Remote Desktop application, or other similar third-party application, is required.

## **Are there any requirements for our computers in order to access OTB Cloud?**

- For Microsoft computers, the Windows 7 or higher operating system is required. For Mac computers, v. 10.6.8 or higher is required.
- All devices require Microsoft Remote Desktop, which is free for Windows and Mac computers, to connect to OTB Cloud. There may be a charge for some tablets, smartphones, or other Internet-enabled devices.
- The computer processing of your applications takes place in the OTB Cloud environment so a workstation with minimal specs will work fine.

## **What type of Internet connection do we need to access OTB Cloud?**

- A reliable Internet connection is more important than a fast internet connection to the OTB Cloud. A fast Internet connection that is unreliable (dropping packets) will hinder performance for the end-user.
- Broadband, PRI, Wi-Fi, and hotspot connectivity are all supported.
- To avoid downtime caused by your Internet connection, we recommend that you have a redundant method of accessing the Internet. For example, for a small monthly charge you can have a wireless hotspot available in your office should your primary Internet connection fail.

## **What security measures does OTB Cloud have in place to protect our data?**

Access to the OTB Cloud environment includes multiple layers of security including:

- Active Directory Authentication via Windows passwords
- NTFS permissions
- Group Policy
- Group Membership
- Physical security in a SASIII data center including card scan, finger print authentication and cage unlock code
- Redundant high speed communications capabilities via multiple SONET ring connections.

## **Who owns the equipment that contains my data?**

GetCloud Services owns all equipment that contains customer data, with the exception of compliance-based archiving for HIPAA and similar purposes which is stored in a third-party service provider's U.S.-based data center.

## **What kind of anti-spam and anti-malware protection do you provide?**

TrendMicro and Halon are used for anti-spam and anti-malware protection.

## **Can we use data encryption?**

Yes, any data encryption supported by Windows can be used, except that the bootable system drive cannot be encrypted.

## **Will our firm share an operating system with other firms?**

No, each OTB Cloud firm has a dedicated operating system for its organization. Active Directory and NTFS security is separate and apart from all other firms.

## **How is our data backed up?**

Your entire server is automatically backed up twice a day in a manner that allows the entire server, or in the case of user error, specific files to be restored. Data is stored on the cloud platform in its natural state and you can download it to your local computer or other cloud storage services at any time. Plus, for an additional charge, a local backup can be set up so that you have all of your data backed up periodically either locally or in a cloud data repository such as DropBox.

## **Are any of our data or copies of our data stored outside the jurisdiction of U.S. law?**

No. All hosted data is stored in Jacksonville, Florida and/or Louisville, Kentucky, and is stored on GetCloud Services-owned computers. Compliance-based email archiving requires archiving to a third party solution, which also utilizes U.S.-based storage.

## **Will we have unrestricted access to our data?**

Unrestricted access to the data is provided with the exception of a system maintenance window on Sunday mornings from 3:00-5:00a.m. Due to the redundancies built into the GetCloud Services, customers are rarely impacted by this maintenance window. If such system maintenance interferes with your operations, then your maintenance can be scheduled for another time.

## **Where are your data centers located?**

GetCloud Services' data centers are located in Jacksonville, Florida and Louisville, Kentucky. OTB does not store any of your data.

## **Where are your administrative offices located?**

GetCloud Services' offices are located in Jacksonville, Florida. OTB Consulting's offices are located in Cary, North Carolina.

## **Are GetCloud Services and OTB Consulting separate legal entities?**

Yes, GetCloud Services and OTB Consulting are independent contractors, and are not partners or otherwise legally affiliated with each other.

## **Upon termination, do we get our data back?**

Yes. You own the data stored in your OTB Cloud environment. You can download or upload your data at any time from the OTB Cloud environment via standard methods such as FTP or destination HTTPS. GetCloud Services will copy all of your data onto an external hard drive provided by you and ship it to you overnight for a fee of \$250.00 plus shipping costs.

## **Our firm has more than five users, is the per user monthly charge lower for larger firms?**

For larger firms, OTB Cloud can be configured differently that may result in lower per user monthly costs. Contact us for more information.

## **How do we get started?**

[Click here](#) to schedule a one-hour appointment to review your existing system and plan the roll-out.