REMOTE DESKTOP SERVER HOSTED SOLUTION

Main Features

- Flexible to access from anywhere with an Internet connection
- Affordable server power without the investment
- Easily scalable as you grow your business you can add users
- Always accessible EQ.
- Server is hosted in a Tier 3 Datacentre for reliability
- Use EQ on any device that supports remote access
- Quick and easy to obtain support from EQ so no need for a middle man or I.T. company
- Integrated EQ backups, retained for 14 days

Server Specification

2 Core Enterprise Grade Virtual CPU's
8 GB RAM
60 GB O/S Disk
30 GB Data Disk for EQ data (Additional disk space for data can be purchased at £24 per month per 100GB.)
Windows Server 2012 R2 Operating System
Anti Virus protection
Nightly backups of EQ data, retained for 14 days Hosted in a tier 3 datacentre, offering 99.98% uptime

4 user minimum, scalable specification for additional users available on request.
Server setup: £355 (excl VAT) one off charge
Minimum term: 12 months

Considerations

An Internet connection is required to access your hosted application.

If using third party **CAD software, accounts or email software** consider that they will not be installed on the same computer as each other. E.g. CAD that could be launched from EQ's customer screen button will not open this way, instead a CAD file can be copied and pasted to EQ's folder. Please ask us for further information relating to your CAD software.

REMOTE SERVER FAQS

General

Can I login to the server from tablets and phones too?
Yes. Remember that the software is desi gned for desktop use rather than touchscreen use. EQ also offers a growing range of native apps for phones and tablets to extend your EQ functionality, please contact sales for more information on our apps.
Our hosted server solution uses Windows Remote Desktop using Terminal Services and can be accessed from:
Windows PCs use Remote Desktop Desktop Connection which is installed by default
Apple Macs use Microsoft Remote Desktop (free download from the Mac App Store)
Remote third party software is available on Apple's App Store and Google's Play Store for tablets and phones.

Do we lose any of the functionality with the remote server, that we get with the local server-based solution?
You should be aware that your access to the server is Internet connection dependent so you need to have a fully working internet connection to access the server.
Any CAD system would stay on your local PCs which would mean instead of opening EQ's customer screen then launching CAD, you would independently use CAD outside of EQ and copy your CAD files into EQ's folder. This is a different way of working and involves copying and pasting the completed item list file that would ot herwise be created in the relevant EQ folder for you.

Can I install all my other software on your server?
No other software can be installed on the EQ hosted server. The full list of software pre -installed for you is below.

How do I continue to use Office and email applications? Does EQ provide Microsoft Office?
We provide the following software on the EQ hosted server, so you can continue to use word processor merging and exports to spreadsheets from EQ:

- Kaspersky Endpoint Security antivirus
- Adobe Reader DC (for opening PDF files)
- OpenOffice suite with word processor, spreadsheet etc
- EQ WP (built in word processor for fast merging in EQ. Resulting documents can be edited in Open Office word processor or copied to your own PC to use your own software)

We don't install an email client as a matter of course (because EQ will work with your mailbox settings direct ly) but also are able to install Mozilla Thunderbird if you would like to retain a separate email client too.
We don't offer licences for Microsoft Office programs.
Please note our server users **do not** have access to install further software applications.

Is this client – server technology, and is client software is required?
Our solution runs Terminal Services on Microsoft Windows Server 2012 R2. The only software required on a client PC for access is the Microsoft Remote Desktop Connection software which is pre-installed on Windows

and a free download available to Mac users from the Mac App Store (at this link: https://itunes.apple.com/gb/app/microsoft -remote-desktop-8-0/id715768417?mt=12)

Is the server configured for multiple users so you can log in to EQ at any time subject to the concurrent license being available?
That is correct, the number of remote service licences would usually mirror the number of EQ licences you have. 1 login to the server is provided for each licence purchased. We issue them a s a unique username in the format of CompanyName01, CompanyName02 etc. up to the maximum number of server users purchased. You would usually give one of these usernames/passwords to each member of staff but if you have part time staff and wish to share them then that is fine as only 1 person with the username will login at a time.

We currently operate 2 database's "Live" and a "training" database – can we have both on remote server?
Yes when we transfer your EQ data we can include all of the multi-companies and they will function (via the multi- company box on the password screen of EQ) as they currently do.

How long would we be without access to EQ when the live data is transitioned over? Would this be performed out of hours?
This is a very difficult task to answer because the speed of transferring data will depend on the size of your data and the speed of your internet connection's upload. We first check through your EQ folder and remove any outdated files and temporary work files to reduce the file size. Then we would begin the data upload and then leave the upload into the evening (using a l arge file transfer service). Downloading that and configuring on your server could then take a coupl e of hours the following morning. This is based on an average size database that would be uploaded in less than 10 hours. The reality may vary.

Can we test the system before we transition over?
We can provide a test login to a server where we have some de monstration data so you can see the speed of using EQ (just without your own data).

Backups & Recovery

Do our users still backup the database from within EQ and store to a local drive on the server?
We provide a server-level backup that runs every evening and keeps a copy of your EQ data folder on a separate server (to guard against hardware failure). We retain each copy for 14 days so a restore can be perf ormed back to any of those days. In addition, you could use the built in EQ backup and restore commands but you don't need to do this.

Do we have the ability to perform a restore if required – or is that part of the service we are paying for?
We would recommend contacting our support because we manage the backups with 14 days retention (mentioned above) and can make that restore for you as part of your support cover. Users of the server do not have access to the backup software. You could use the EQ utility to backup/restore in addition which can give EQ support quicker access to your backups if req uired.

What is the SLA on recovery in the event of a hardware failure?

The servers are hosted in a tier 3 datacentre which has redundant capacity components, dual powered equipment and a backup uplink Internet connection. This gives you availability of t he server of 99.982% during support hours.

Do we have support over the weekends and evenings?
Support hours are only working weekdays Monday to Friday 8.45am until 5pm. The servers are monitored in a datacentre with 24/7 support so in the event of a hard ware failure this would be covered without your needing to report it to be actioned as per the uptime given above.