



Desktop as a Service from HiveIO

End User Computing. Simplified.

In an increasingly mobile world, businesses must enable their remote workforce while maintaining the same or less IT staffing, abide by higher security measures, and do it all with less cost.

With HiveIO's Desktop-as-a-Service (DaaS)

the management of the virtual desktop environment is simplified. Data and applications are accessed by users online, and IT teams provide their services without the hassles of managing and maintaining on premises hardware and software.

With one central environment, your hardware and virtualization software refreshes become the duties of the service provider, freeing the IT team to focus on more strategic, business specific goals.

Benefits For Your Business.

The popularity of DaaS is growing primarily because of its ability to make IT teams faster and more efficient, while moving costly and large capital expenses to a more ongoing operational purpose with improved predictability. Instead of supporting and maintaining desktops on a 1:1 basis, IT teams can update the base desktop image (template) using a 1:many approach. This allows them to onboard new users faster and support existing desktops, with application updates and fixes, more efficiently.

DaaS is a welcome addition to the security model, providing options for maintaining data within the cloud environment rather than at the users fingertips.

The data does not reside on end user devices that are easy targets because of weaker security tools and lenient security practices from end user's themselves. And, because every user's environment is virtual, desktop images are automatically synced, always available, and easily refreshed as needed.

HiveIO DaaS simplifies desktop management so that you can manage more with less. The legacy desktop is quickly becoming obsolete as organizations evolve to meet the quickly changing and growing demands of a mobile workforce.

The time is right for you to take advantage of cloud hosted desktops and transform end user compute into better than desktop performance.

DaaS is an additional layer to the security model, providing options for maintaining data within the secured cloud environment.

Not All DaaS Is Created The Same.

What makes the HiveIO DaaS offering unique? We put you in the driver's seat. We give you control over the things your IT team wants to own: Active Directory, Application and OS management, Desktop Templates and assignments. We take care of the things you don't want to waste time or energy on: hardware procurement and maintenance, datacenter access and security, deployment and maintenance of the virtualization infrastructure.

HiveIO is also unique to provide the most scalable, yet easiest to use, and most powerful VDI platform on the market. Leveraging HiveIO's technology as the foundation of your DaaS service means you also get the best performance for your end users.

If your IT team has the expertise and wants to remain in control of the organization's environment, while not worrying about the demands of managing the infrastructure, HiveIO DaaS could be the right balance for your needs. If a fully managed solution aligns better with your company's needs, we would be happy to connect you with our service partners.

Build Your Solution To Fit Your Needs.

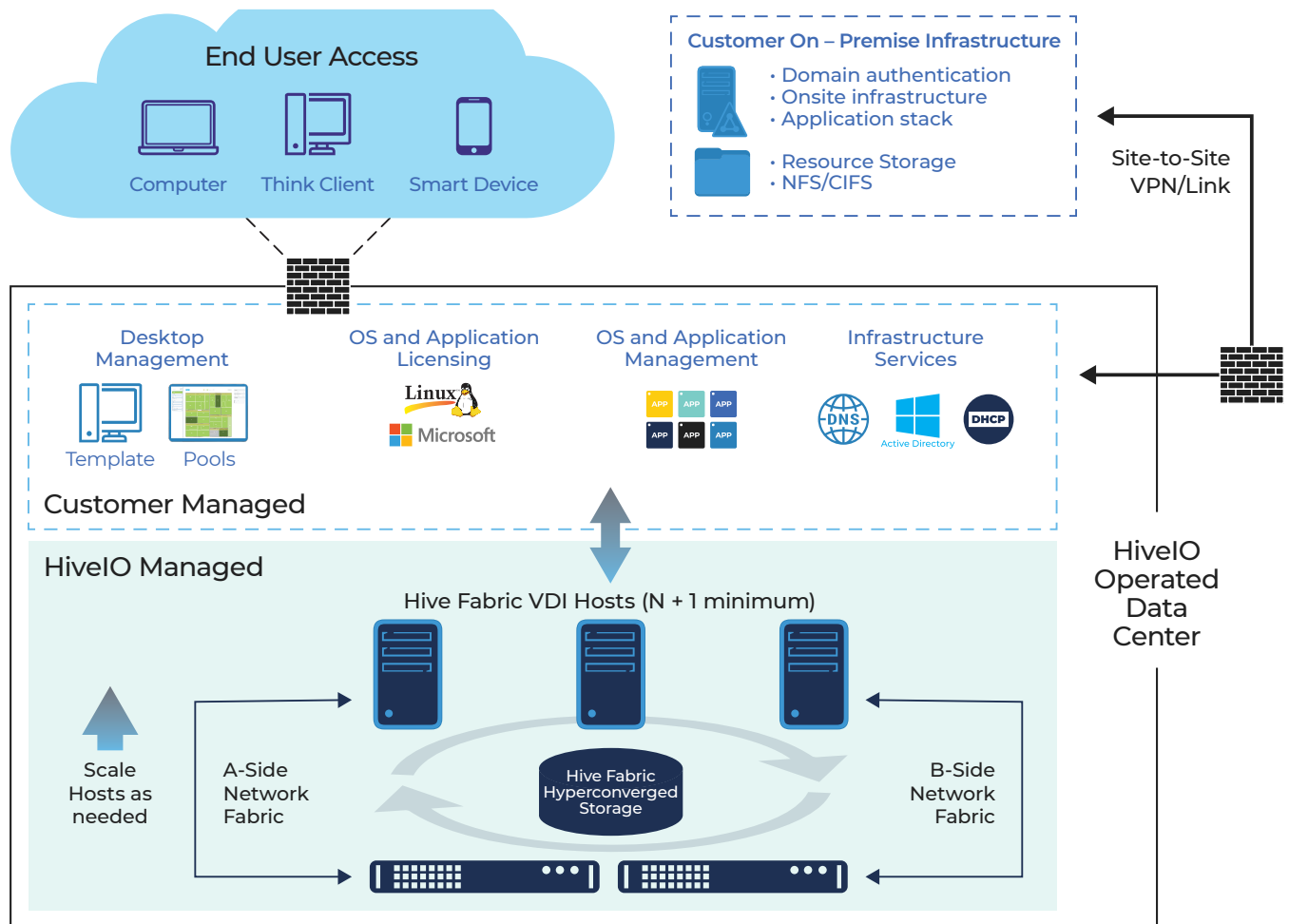
HiveIO DaaS solution provides the virtual infrastructure and desktop experience that allows you to do what you know best - customize your platform for your end user's needs. HiveIO provides the virtual machine resources, you provide the operating system of your choice: Linux or Microsoft.

We enable access from your endpoint devices - from personal computers to tablets to smartphones. Bottom line, you have options to build your solution to fit your business requirements.

Your team provides the personnel and expertise to manage the Application and OS level support, the Active Directory, DNS, DHCP operations and support, as well as the Networking personnel for cloud to site connectivity and routing.

DaaS Architecture.

Remote Access – From Anywhere – From Any Device



HiveIO DaaS Core Services.

Services		
	Service Options Included	Additional Options Available
Virtual Desktops	Configurable per customer requirements: <ul style="list-style-type: none"> • Stateless or Persistent Desktops • 2 vCPU – 16 vCPU • 4GB RAM – 64GB RAM • Desktop OS Template Stateless: up to 50GB • Desktop OS Template Persistent: up to 100GB 	Configurations outside of stated limits may be available.
Customer Service	24x7 Support for Hardware, Network, and Hive Fabric software to run your virtual desktops.	
Desktop Templates	Up to 3 templates included for the first 100 VM's, one template for each 100 VM's thereafter.	Assistance with template creation or optimization is available. Support for additional templates also available.
Deployment Training	Included	
Networking		
Site to Site	1GB of cloud to site connectivity, where connectivity method is based on customer requirements (VPN, IPSEC, etc.)	Additional bandwidth available.
Internet	Up to 100MB of direct internet connectivity included.	Additional bandwidth available.
Replication	Off hour internet bandwidth is included in the service offering and is currently not capped or metered.	
Disaster Preparedness		
Data Protection	Data replication, using our built-in Hive Fabric Data Protection feature, is available to all subscribers.	Data Protection storage is available and optional on a per GB rate.
Backup	You will have the ability to build this out on the platform using your vendor of choice. The service is not included in the base offering.	Backup storage is available at a per GB rate and includes options of Hot, Warm, and Cold platforms.
Disaster Recovery	DR services are not part of the base service offering.	Customized DR services are available, constructed to fit each individual subscriber.
Storage		
Hot	10GB of User Volume storage per concurrent desktop included.	User Volume storage above 10GB, charged at \$0.05/GB.
Warm	10GB of File-Server data per organization included.	File-server data above 10GB, charged at \$0.05/GB.
Cold	Optional capacities only	Storage for backups and archive of data charged at \$0.01/GB.

Core Services.

HiveIO is responsible for the Hive Fabric cluster, hosts, and gateway appliances. HiveIO will also assist you with initial training and strategy for the management of the virtualized desktop and server environment.

You will be in control of all aspects of the desktop environment and end user support, which includes all components within the VM container(s). This includes everything within the OS of the VM and all associated applications.

Some examples include:

- Template creation, optimization, and maintenance
- Guest Pool strategy and provisioning
- Security and Identity Management
- Application Management (includes antivirus and data backup)

Our team has assisted with hundreds of VDI deployments. We can help you scope your virtual desktop needs including strategies behind Stateless or Persistent virtual desktops. We have provided several easy to consume desktop sizings (2vCPU with 4 GB RAM up through 16vCPU with 64 GB RAM) with the ability to customize to your organization's specific needs upon request.

In our experience, a great template is the difference between an end user dealing with VDI and an end user thrilled to have a better than desktop experience. Our professional services team can assist with creating or optimizing templates. HiveIO DaaS comes standard with 3 templates for the first 100 VM's and one template per 100 VM's thereafter. Think you need more? Let us know and we can customize your solution.

Hive Fabric is a simple to use virtualization platform and is the backbone of the HiveIO DaaS offering. Included in our standard offering, we add deployment training to get you started with your first HiveIO DaaS environment. No hidden fees! No required classes! Your IT team will have a clear understanding of their role within the Hive Fabric platform.

Deployment training includes the following highlights:

- Platform introduction and navigation
- Initial setup and configuration
- VDI best practices and strategies
- Operations – managing Hive Fabric VDI
- Data Protection

Our customer support team is available 24x7 to ensure that your team can function at all times, without concern for geography. This level of support is critical to customer success and comes standard with every deployment.

Networking.

HiveIO is responsible for the perimeter firewall, internet facing and internal networking, server hardware and associated components, environmental monitoring.

Included as standard in our service offering is 1 GB of cloud to site connectivity. Connectivity method is based on your needs (VPN, IPSEC, etc.) Also included in the service is up to 100 MB of direct internet connectivity. Off hour internet bandwidth is included in the service offering and is not capped or metered within reason. Additional site to site, internet connectivity, and if applicable, off hours internet bandwidth is available.

Disaster Preparedness.

In our experience, disaster preparedness means different things to different people. Our service offering provides you the basics as well as the ability to customize for your organization's specific needs.

Protecting the Hive Fabric DaaS is our business. Included in your subscription is HiveSense, which is responsible for multiple daily backups of the core system configuration and associated log files. HiveIO uses this as a health touch point to ensure your system is functioning as designed, as well as Safeguarding this critical data as an essential first step of any disaster preparation plan.

Our Data Protection feature, included as part of our standard offering, is a storage role within the Hive Fabric software which replicates the last state of User Volumes, Persistent VDI, or other configured Virtual Machines to an associated Data Protection Storage Pool, providing a recovery point for the configured items. As part of the Data Protection feature, customers can configure replication to various types of storage repositories (NFS, CIFS, Amazon S3, Azure.) These storage targets can be included as part of the offering (per GB rates apply) but may also be provided by the customer (i.e. existing S3 or Azure subscription.) Data Protection is a single copy of the last replica of the production asset and should not be mistaken for a proper backup solution providing retention of multiple copies of data.

Already have a backup tool handling your information? Leverage most any agent-based backup platform to ensure your data is completely protected. Backup storage is available at a per GB rate and includes options of Hot, Warm, and Cold platforms.

Our professional services team would be happy to work with your IT team to develop a customized plan which addresses your needs from a backup "light" plan to a full disaster recovery plan. We have you covered.

Storage.

To ensure the best possible end user experience, each desktop license comes standard with 10 GB of "Hot" storage for User Volume (Windows user profile) capacity. In the event an organization supports more users than the licensed concurrent desktop count (i.e. 300 shift workers that share a pool of 100 licensed desktops across 3 shifts), the User Volume storage for the additional users will be charged at the per GB rate from the chart above.

“Warm” storage is used to support organizations file/server data (including ISO and VDI Template storage), and is charged on a per GB basis after the initial 10GB of included capacity.

“Cold” storage is used to provide deep storage for organizations backup data and may include local disk based and remote cloud storage. This is a per GB offering charged at the rate indicated in the cart above.

Your Organization Requirements. The Fine Print.

This service is ideal for organizations that want the benefits of HiveIO DaaS (security, ease of management, end device agnostic) without the back end responsibility of maintaining hardware and managing a VDI infrastructure. The primary objective of HiveIO’s unique DaaS offering is to provide you with the virtual desktop infrastructure required to power your end users while also providing the ability for your IT team to manage and customize the end user experience, leveraging licensing and toolsets of choice to meet the organization’s needs, and of course with the best performance and at the lowest price.

Your responsibilities include configuring Active Directory, DNS, DHCP, as well as providing the Networking personnel for cloud to site connectivity and routing.

You will also manage and maintain the operating system(s), managing any locally installed applications, and all desktop and end user support requests following the delivery of the environment.

The following virtualization infrastructure operational responsibilities, which are unique to every organization, reside with your IT team:

- Template creation and maintenance
- Daily operations and management of Hive Fabric

The IT Team is responsible for managing all end user needs including end user incidents, password resets, application issues, active directory issues, and end user problems. The HiveIO team is responsible for management and resolution of system and network related alerts and events.

HiveIO recommends that periodic copies of the templates are regularly exported and archived for future retrieval. Also, HiveIO recommends that the Organization has a disaster recovery plan. Included with standard HiveIO DaaS, the Organization may choose to utilize our Data Protection feature in order to simplify the process. Need assistance? Our knowledge base has insights into best practice, or better yet, let’s chat and find out how our VDI experts can assist you.

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