

## Cobweb Hosted Desktop Service Description

Cobweb Hosted Desktop provides businesses with a Cloud based service which enables end users to access a Virtual Windows Desktop with access to all of their files, applications and emails remotely through a web browser, internet enabled PC or smart phone.

### 1. Introduction

By using Citrix technology Cobweb provides a browser accessible Hosted Desktop service that enables end users to access a Virtual Windows Desktop with Microsoft Office Professional 2010 installed.

Hosted Desktop provides a fully customised working environment with a range of software applications available in the Cloud rather than using local infrastructure. The Hosted Desktop data and applications are stored centrally within the infrastructure of a secure Tier 3+ UK data centre.

| Functionality   | Hosted Desktop |
|---|----------------|
| Microsoft Office 2010 via Windows 7<br>(Word, Excel, Access, One Note, Outlook, PowerPoint and Publisher) | √              |
| Microsoft Exchange 2007, Visio, Project.  | *Chargeable    |
| File Storage, Mobile Access, Print Anywhere, Digital Audio  | √              |
| Choice of browsers: Explorer, Firefox, Opera, Chrome  | √              |
| Web filtering, Anti-Virus (mail and desktop) and Anti-Spam  | √              |
| QuickTime Player, Adobe Reader, 7 Zip   | √              |
| Microsoft Silverlight, Flash and Java supported   | √              |
| Go To Meeting, WebEx, Skype   | √              |
| Crystal Reports, Sync Toy   | √              |
| AutoDesk Design Review, DWG True View   | √              |
| 24 x 365 UK based telephone and online IT support   | √              |
| Enable remote working. On-demand secure access. High availability   | √              |
| 128-bit encryption, SSL certificates and individual password authentication                               | √              |
| 99% of applications supported – CRM, Sage & ACT for example   | √              |

| Data Import  | *Chargeable |
|--|-------------|
| Multi languages supported including: Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, Estonian, Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Latvian, Lithuanian, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, Thai, Turkish, Ukrainian | √           |

## 2. Administration

Administrator Support is provided through the web-based “Cobweb Control Panel” self-care administration portal. Functionality available to customer administrators through the “Cobweb Control Panel” includes:

- Set up a new user
- Disable a user

In addition customers may contact Cobweb Support to:

- Re-set a password
- Change folder permissions (read / write / modify) for each and every folder on the shared drive

## 3. Change Control

A number of changes can be made via Cobweb Support. Changes that are treated as change requests rather than Support incidents and are therefore chargeable, include but are not limited to:

- Addition of a new published app
- Addition of a new app server
- A change in specification to an app server
- An upgrade to an app server
- The import of end customer data
- The export of end customer data

## 4. Web browsing

All web browsing is through the web browsers made available to each user inside Hosted Desktop namely Microsoft Internet Explorer 9.0, Google Chrome, Opera and Firefox.

## 5. Additional Applications (“Apps”)

“Additional Apps” mean applications other than (a) Microsoft Office Professional or (b) other applications which are accessible from the Windows 7 themed desktop (such as the applications found under Accessories). Additional Apps may be made available to customers.

Additional Apps and the service levels in respect of such Apps are defined by the following three categories:

**a. “On-demand Apps”**

On-demand Apps are applications that are already set up and hosted by Cobweb and which can be made available to customers “on-demand” via a support request to the Cobweb support desk.

The number of On-demand Apps will change during the term of the License Agreement as more and more applications are made available on-demand. Present examples of On-demand Apps include Microsoft Visio and Microsoft Project. On-demand Apps are charged on a per-user, per-month, per-App basis. There is no set up fee for enabling an On-demand App.

**b. “Browser Accessible Apps”**

Browser accessible Apps are applications that are hosted by third parties and which are accessed by an end user through a web browser.

The web browser requirements for such applications are defined by the vendor and may include a plug-in requirement for either the web browser or Microsoft Outlook or other Microsoft Office application.

Browser Accessible Apps are accessed via the web browser and/or Microsoft Outlook/Office functionality within Hosted Desktop, subject only to any plug-in requirements as stated in this SLA. Provided that a plug-in is not required there is no additional charge for a Browser Accessible App and no service is required by Cobweb because such Browser Accessible Apps are hosted and supported by external third parties.

**c. “Published Apps”**

These are Apps that are hosted by Cobweb on dedicated servers, virtualised or otherwise, and published using Citrix to end users. Published Apps will incur App server charges with the charges dependent upon the hosting infrastructure required to host the Published Apps.

**6. Cobweb’s responsibilities in respect of Browser Accessible Apps**

In respect of Browser Accessible Apps Cobweb’s sole responsibilities are determined by whether a web browser or Outlook plug-in is required.

- a.** Where a browser plug-in is required, Cobweb will advise whether it is part of the current Hosted Desktop service or whether a bespoke plug-in needs to be hosted and made available. If the web browser plug-in is not part of the standard Hosted Desktop platform at the time of requirement, a dedicated app server (likely to be virtualised) will be necessary and Cobweb will be responsible for providing the server and hosting infrastructure necessary to host the bespoke plug-in. The customer will be responsible for communicating with Cobweb as to the name, version and source of the plug-in required.
- b.** The customer will be responsible for providing confirmation to Cobweb that any third party software licensing in respect of the plug-in are being complied with by hosting their software as part of the Hosted Desktop Service, and the Customer will be asked for written confirmation of such compliance including any license key(s) that may be required.
- c.** Standard charges in accordance with the License Agreement will be applied for the set-up, testing and on-going hosting of the server(s) necessary to the web browser plug-in.
- d.** Once Cobweb has installed the plug-in the Customer will be asked to test the functionality of the Browser Accessible App and will be required to confirm to Cobweb that it is working correctly.
- e.** Where a plug-in is required for Microsoft Outlook or other Microsoft Office application, a dedicated App server (likely to be virtualised) will be necessary and Cobweb will be responsible

for providing the server and hosting infrastructure necessary to host a version of Microsoft Outlook or Office that can be configured to accommodate the plug-in.

- f. Standard charges in accordance with the License Agreement will be applied for the set-up, testing and on-going hosting of the server(s) necessary to host a version of Microsoft Outlook or Office that is configured to support the required plug-in.

## **7. Security**

Cobweb Hosted Desktop service is delivered from an ISO27001 accredited data centre, which includes multiple internet feeds with automatic BGP redundancy, uninterruptable power supplies, fire suppression systems and 24/7 manned security.

The architecture is optimised for performance, non-disruptive maintenance and service reliability providing the highest availability and maximum data security. The high end storage equipment is located in a physically secured data centre, and extensive SLA with the data centre guarantees the continuity and maximal uptime of the service.

- Cobweb Hosted Desktop is equipped with robust security technology, including 128-bit AES encryption, and SSL certificates to ensure data is optimally protected
- The network security at the data centre is fronted by multiple resilient firewalls
- Security procedures involve advanced monitoring of network traffic, router loading and application behaviour
- Our state-of-the-art data centres are managed on a 24/7 basis by a dedicated security team to ensure maximum reliability, system redundancy and high fault tolerance.

## **8. Hosted Desktop Licensing**

The Hosted Desktop Service provides for each end user a Hosted Desktop license which includes the following:

- a Citrix license
- a Windows Remote Desktop Service license
- a License to use Microsoft Office Professional within the Hosted Desktop environment
- a documents storage area for each end user
- access for each end user to the shared company storage area for saving and retrieving data, subject to folder permissions determined by the authorised administrators of the end customer
- The hosting of and access to any Additional Applications (as defined herein) where the end user is a member of the security group with permission to access the Additional Apps through their Hosted Desktop account
- The storage and back-up of each end customer's data stored in each end user's documents storage area and on the company shared storage area
- The licenses for third party software are subject to the usage rights granted by Citrix and Microsoft.

## 9. Virus Protection

Hygiene services are deployed to protect against spam, phishing, virus and malware attacks. Anti-Virus and Anti-Malware services are deployed throughout the platform, updates are applied every six hours and nightly full scans are carried out.

The principal of least access is applied at Network, OS and application level to limit the risk of infection or exploit gaining further access into the systems environment. Intrusion Detection Software (IDS) and Intrusion Prevention Software (IPS) is deployed at key points to detect malicious traffic and act as an independent watch guard to suspicious activity.

## 10. New Customer Set Up

During new customer set up existing customer data can be imported subject to the following:

- a. The customer data that it is to be imported into the Hosted Desktop service for a new customer must be shipped by secure courier to Cobweb's office
- b. Cobweb will take custody and responsibility for the customer data and will upload the data to the Hosted Desktop Service
- c. The Customer Data will be imported as soon as reasonably practical and the time taken is dependent on the amount of data being imported. Cobweb aims to import all new customer data within 96 hours of receipt but this objective may be affected by the volume of data or an alternative timeframe may be agreed with the customer as part of a more detailed implementation plan for a new customer
- d. All customer media will be erased and destroyed unless specific arrangements are made by the customer for its retention and collection.

## 11. Service Term

Cobweb Hosted Desktop service has a minimum term of 12 months from the date the service is first activated. The service is provided as a pay-as-you-grow model which means not only do you not have the initial capital expenditure and depreciation associated with physical servers but you have the benefit of being able to expand the system as your user base and demand grows.

## 12. Data Ownership

At all times the data stored within the Cobweb Hosted Desktop service is the property of the customer.

In the case of service termination, by default all customer data will be deleted from the live service infrastructure immediately following the cancellation notice period.

Cobweb takes no responsibility for the content of data uploaded to the Cobweb Hosted Desktop service.

## 13. End Customer Data

- The Hosted Desktop Service includes end customer data which is defined as the end customer's data which is either (a) data stored by each end user in the end user's documents folder, (b) data saved under the end customer's shared drive and (c) application data stored on any server(s) set up for the end customer's Apps

- Data stored locally on an end user's PC, laptop or other device (that is not therefore copied up to Hosted Desktop) is not covered by this SLA
- End customer data is stored on a Storage Attached Network and/or storage devices and/or servers and is backed up as follows. A full back-up is taken once a week and a daily incremental back-up that backs-up any changes since the last full back-up takes place on a daily basis
- In the event that there is a failure during any part of the back-up procedure Cobweb will use reasonable endeavours to re-run a back-up as soon as practical
- The full back-up of the end customer data is copied to digital tape once a week and taken by secure transit by Iron Mountain to one of their secure off-site locations.
- End customer data is retained for a maximum of 4 weeks. The back-up process then overwrites data older than 4 weeks.
- A request to restore data from a back-up must be made by email to **support@cobweb.com** stating the name of the customer, the name of the end user (if the data relates to a specific end user) and the name of the file(s) or folder(s) that need restoring.
- Provided data is available for restoration in accordance with the data retention policy set out in this SLA, data will be restored within the time frames set out in the table below.

Data restoration is subject to Cobweb's standard support charges as set out in the table below.

| Age of data                                    | Time to restore | Data restoration charge |
|--|-----------------|-------------------------|
| Less than 7 days old                           | 1 business day  | £150                    |
| Older than 7 days (but not older than 4 weeks) | 1 business week | £300                    |

#### 14. Guaranteed Service Level Agreement

All service level guarantees are based on service monitoring data collected over whole calendar months. Service Availability for the following services will be available for a guaranteed 99.9%:

- Hosted Desktop Service
- Additional Apps

In calculating Service Availability the following pre-requisites and assumptions are made:

- The user has internet access that enables them to browse to any website address;
- The user has at least 80kbps to 100kbps of uncontended upstream bandwidth and also has synchronous downstream.

Cobweb aims to achieve the highest level of end user satisfaction and shall use reasonable care and skill when providing services but does not guarantee that the services shall be continually available to the customer. There may be occasions when services are disrupted through an error or act of the customer or another third party or, circumstances outside the reasonable control of Cobweb ("Service Disruption").

#### Service Credits

Each service credit means a credit equal to 10% of the monthly fee for the users affected by the breach of service availability. Service availability is guaranteed at 99.9%. For example, if the customer has 100 end users but only 10 are affected by a service availability issue then the service credit will be 10% of the monthly fee relating to those 10 end users affected and not the

whole 100 end users. A service credit is not cash but a credit against existing or future fees for the service(s) purchased by the customer. A service credit will only be given if the customer follows the procedure set out herein.

The service availability calculation excludes standard scheduled maintenance which will be published from time to time on [www.service-status.info](http://www.service-status.info)

- **Events giving rise to Service Credits**

A service credit will be granted if there is a proven breach of the service availability guarantee and the customer has provided a written request for a service credit to [customerrelations@cobweb.com](mailto:customerrelations@cobweb.com) within 7 days of the month end in which the breach of service availability has occurred.

- **Multiple breaches**

Each breach of this SLA gives rise to a single service credit. If there are multiple breaches in a month the maximum service credit will be 100% of the fees charged to the customer affected. Therefore if there are more than 10 breaches in any given month the maximum service credit and compensation will be the full monthly fees charged in respect of the affected customer or end users.

## 15. Support

- The service is supported 24/7 via Email and Online Support Form for all severities and in addition by telephone for Severity 1 incidents
- Severity 1 incidents, as defined by the Service Level Agreement, will be progressed 24/7
- Severity 2, 3 and 4 incidents will be progress during Core Hours of business – including service setup/configuration with Control Panel and billing support by telephone
- Access to Administrator Support is for two named Company Administrators per customer account

## 16. Support Hours

- Core Hours: 08:00 hrs. to 18:00 hrs GMT time zone, excluding weekends and UK Public Holidays

## 17. Customer Responsibility

The customer must ensure that no unauthorised or un-licenced software program, game, or other application is installed or attempted to be installed on Hosted Desktop;

### **Cobweb's Acceptable Usage Policy:**

- The customer must not download or install or attempt download or install of any content or application or program that is illegal or immoral
- The customer must not download or install or attempt to download or install any third party application without the express written authorisation of Cobweb
- The customer must not interfere with the configuration of the machines being supported, any network equipment used by Cobweb to provide the Network Infrastructure Services or any servers used to provide the services
- Cobweb may suspend the Hosted Desktop service immediately and without notice to the customer in its sole discretion if in Cobweb's opinion the customers has knowingly, recklessly

or negligently permitted any breach of the Acceptable Usage Policy, or if it receives any complaint that unsolicited email has been transmitted by the customer, or by the customer's agents or customers, or if any material hosted on the customer's website(s) or server(s) (in respect of which Cobweb is providing a hosting service) may be unlawful, harmful or defamatory.

The Cobweb Hosted Desktop service is a powerful, secure and simple to use solution that scales from single users to large enterprises. The service infrastructure is built to Enterprise standards and scales to tens of thousands of users and terabytes of data. Businesses are able to enjoy the benefits of an enterprise-grade email system without the hassle and upfront costs of purchasing and maintaining a server.

Delivered as a fully managed service you will never have to worry about accessing your applications, emails or files ever again. With a guaranteed service level and predictable monthly per user costs the service provides, a known total cost of ownership for your business needs.

**For more information visit our knowledgebase [www.cobweb.com/knowledgebase](http://www.cobweb.com/knowledgebase)**

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