



MANAGED HOSTED VIRTUAL DESKTOP HIGHLIGHTS

- Includes:
 - Server hardware
 - Operating system
 - Microsoft Office suite
 - Microsoft 2007 Exchange mailbox
- System updates and patches
- Nightly data backups
- Firewall and intrusion detection security
- 24x7x365 end-user Help Desk
- 24x7x365 monitoring, response and escalation
- Guaranteed uptime
- Compatibility to host most applications and databases
- Predictable cost structure: fixed-fee subscription basis
- Accountability: hardware performance, coupled by unlimited labor support of platform are bound by a strict service level agreement
- High availability infrastructure
- On-demand scalability/ rapid provisioning
- Change control procedures
- Technology refresh

Managed Hosted Virtual Desktop

With Critigen Managed Service's Hosted Virtual Desktop, companies avoid the challenges 24x7 systems management, hosting and networking, security, availability and disaster recovery, change management and 24x7x365 end-user help desk. With these requirements fulfilled by Critigen, customers continue to focus on their core business operations.

Critigen provides users access to their files and applications either from their office or remotely from another PC. Via thin client technologies, anywhere a user has access to the Internet, that user has full access to their desktop applications.

Since the platform is managed centrally at one of Critigen Managed Service's global data centers, organizations have a comfort level that upgrades, patches, backups and end user help desk questions are handled on a 24x7x365 basis and without their resource's intervention.

Critigen provides the hardware, software, system management and customer support associated with deploying and supporting desktop platforms. Furthermore, upon obsolescence, all server hardware, operating systems and Microsoft Office applications are replaced at no cost to the customer. Year-over-year IT budgeting is predictable, reducing risks of outages, underutilized investments, employee, turnover, hiring and training of skilled resources.

FEATURES AT A GLANCE

Managed Hosted Virtual Desktop Includes:

- Microsoft Office Suite
- Microsoft Exchange 2007 mailbox
- Creation of shared as well as private folder structure
- Citrix license (office access)
- Secure web portal access (remote access)
- Nightly backup of all applications and files
- Virtual Desktop Server Maintenance
- Security: Managed failover firewall, managed intrusion detection
- Virtual Desktop Upgrades - Proactive hardware and firmware upgrades
- Patch Management - Apply patches as necessary.
- Capacity Planning - Perform proactive system level capacity planning and performance tuning

Network Performance Monitoring

Critigen works to establish a network operational baseline, determining threshold levels, and collecting the necessary performance data for system optimization.

Management Reports

- Available monthly reporting documentation, tracking network trends, availability, mean-time to resolution and errors/faults.

Help Desk

- 24x7x365 support via our Denver, Colorado-based technical operations center
- Event and change control documentation via Remedy ticketing platform
- Customer portal allowing complete access to open or closed tickets
- Monthly reporting details call resolution, end user satisfaction and change control

ABOUT CRITIGEN

Critigen has earned a solid reputation by operating and maintaining information technology infrastructures for clients worldwide.

The Critigen team of professionals helps clients reduce costs, while avoiding the costly investments related to purchasing, maintaining and upgrading IT capital investments.

By augmenting current IT resources with Critigen, Clients reduce annual technology costs, while increasing reliability, scalability, security and system performance. Critigen handles every aspect of a customer's day-to-day IT functionality and plan for future evolution to help grow the business.

LET US KNOW. WE CAN HELP.

What are your barriers to modernizing critical infrastructure?

Visit us at critigen.com or call +1 303.706.0990.

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**The catalyst to modernize
critical infrastructure.**

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