Uptime Practice

RDS Server(s)					Database + AD Server		Bandwidth
Users in Plan	Virtual Servers (Instances)	RAM (Memory)	System Partition	General Storage (Total)	RAM (Memory)	System Partition	Monthly Transfer
3 Users	1 Server	5 GB	50 GB	300 GB	3 GB	50 GB	15 GB x Users
4 - 6 Users	1 Server	6 GB	50 GB	400 GB	3 GB	50 GB	15 GB x Users
7 - 9 Users	1 Server	8 GB	50 GB	500 GB	3 GB	50 GB	15 GB x Users
10 - 15 Users	1 Server	13 GB	60 GB	1000 GB	4 GB	50 GB	15 GB x Users
16 - 20 Users	1 Server	16 GB	60 GB	1000 GB	5 GB	50 GB	15 GB x Users
21 - 25 Users	1 Server	20 GB	60 GB	1000 GB	5 GB	50 GB	15 GB x Users
26 - 30 Users	1 Server	22 GB	60 GB	1000 GB	5 GB	50 GB	15 GB x Users
31 - 35 Users	1 Server	25 GB	70 GB	1500 GB	7 GB	50 GB	15 GB x Users
36 - 40 Users	2 Servers*	16 GB (ea)	60 GB (ea)	2000 GB	7 GB	50 GB	15 GB x Users
41 - 50 Users	2 Servers*	18 GB (ea)	60 GB (ea)	2000 GB	9 GB	50 GB	15 GB x Users
51 - 60 Users	2 Servers*	20 GB (ea)	60 GB (ea)	2500 GB	9 GB	50 GB	15 GB x Users
61 - 70 Users	2 Servers*	22 GB (ea)	70 GB (ea)	2500 GB	11 GB	50 GB	15 GB x Users
71 - 80 Users	3 Servers*	16 GB (ea)	60 GB (ea)	2500 GB	11 GB	50 GB	15 GB x Users
81 - 90 Users	3 Servers*	18 GB (ea)	60 GB (ea)	3000 GB	13 GB	50 GB	15 GB x Users
91 - 100 Users	3 Servers*	22 GB (ea)	70 GB (ea)	3000 GB	13 GB	50 GB	15 GB x Users
101+ Users	Resource Entitlement beyond 100 users follows same resource allocation pattern						

*Once client entitlement includes multiple RDS Servers, client is also entitled to a file server with 50 GB System Partition and 4 GB of RAM

Additional Entitlements (All Plans)

Item	Description	Entitlement
• VPN Tunnel	SSL, Site-to-Site	1 / Firm
• Uptime Exchange	Exchange email w/ unlimited mail storage	1 Mailbox / User
• Microsoft Office	Standard Edition, Latest Version	1 License / User
• Uptime AntiVirus	Local desktop antivirus	2 Devices / User
• Microsoft SQL Server	SQL Standard Edition Licensing	1 License / User
• Service Account	AD account for application authentication (no RDS access)	1 / Firm

All Entitlements subject to change without notice. See Uptime Master Service Agreement for terms & conditions.

Resource Upgrades

Item	Description	Monthly Price
+ 1 GB RAM		$40
+ 100 GB Data Partition		$40
+ 10 GB System Partition (RDS Server)		$20
+ 10 GB System Partition (Database + AD)		$30
+ 1 Site-to-Site VPN Tunnel		$35
+ 1 Service Account		$45

Special Software Configurations (additonal resources required based on application selection)

Some applications, such as Worldox and iManage, require additional resources beyond the default entitlement/allocation in Uptime Practice. These additional resources include additional dedicated virtual servers, additional RAM and additional system partition. The price and entitlement for each preconfiguraiton package is listed below.

Worldox

Monthly Price: $10 / User

Users	Indexer Configuration	Worldox Index Server (15+ Users)	
		RAM	System Partition
1 - 14 Users	Indexer Installed on Database + Directory Server		
15+ Users	Indexer installed on additional dedicated virtual server	6 GB	50 GB

iManage

Users	iManage DB Server*		iManage Index Server*		Monthly Price
	RAM	System Partition	RAM	System Partition	
1 - 34 Users	10 GB	50 GB	4 GB	50 GB	$595
35 - 70 Users	16 GB	50 GB	4 GB	50 GB	$795
71 - 125 Users	22 GB	70 GB	6 GB	50 GB	$995

*additional servers, above standard entitlements

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Server Definition

Uptime Practice™ is a collection of virtual servers dedicated to your company that includes one or more RDS servers and one Active Directory + Database server. The RDS Server provides the virtual desktop, hosts the application and includes (by default) the General Storage partition. The Direcotry + Database Server hosts Active Directory as well as SQL Server if required by your applications.

Users & RAM

RAM (memory, not to be confused with disk storage) is the primary metric that affects system performance and therefore the end-user experience. The more users working in your server, the more RAM an RDS server requires to continue to run smoothly. Because of this, the amount of RAM we allocate to your virtual server is directly proportionate to the number of users in your plan. This RAM allocation is meant to accommodate the average company running typical software applications and is suitable for the vast majority of users without having to add additional RAM. In some cases your applications or environment may require additional RAM.

Multiple RDS Servers

Once your plan exceeds 35 users will will provision and spread your users across two or more RDS servers for an optimal virtual desktop experience. This is a behind-the-scenes technical detail: you still pay the same per-user price, and end-user experience is not affected.

Bandwidth

Bandwidth costs money. Fortunately RDP (remote desktop) consumes very little bandwidth. We allocate 15 GB of bandwidth (total monthly transfer) per user in your plan, a metric based on normal use of Uptime Practice. If you consume more bandwidth than allocated (which is rare if you're not doing anything out of the ordinary) we'll simply charge you the pro-rated overage rate of $5 per GB.

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