convergia

Whitepaper

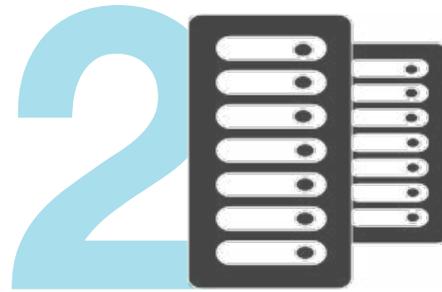## 10 Reasons to Move to the Cloud

10 Reasons to Move to the Cloud and Why It Will Be the Best Business Decision You Will Ever Make

Convergia's CloudOffice is the first all-inclusive cloud solution on the market for small and medium businesses (SMBs). CloudOffice provides users with a virtual desktop, email, virtual server, and a full disaster recovery back up for one predictable monthly price. The beauty of cloud technology is the way it takes the burden of IT infrastructure acquisition, monitoring, and maintenance off the shoulders of businesses, especially growing SMBs. They are then free to concentrate on production while having the benefit of supported cloud data centers and offsite-based services. Eliminating the need to buy expensive hardware and software updates, CloudOffice provides all the perks of each Convergia cloud solution combined to deliver full security and performance. The cloud is the modern way of transitioning from an in-house IT environment to the virtual managed environment.

Here are ten reasons why the cloud is the next generation computer:

Virtual Desktop

Convergia's virtual desktop, CloudDesktop, allows the user to work from the cloud as opposed to depending on a laptop or physical desktop. The user is able to login through a web-browser, desktop icon, or have the accessibility of logging in through an app from any application store. The worries of being confined to one device are completely diminished with the cloud. CloudOffice gives you the capability to have all of your files on hand, accessible from any device, and can be used anytime anywhere.

Desktop as a Service is changing the way people do business in the workplace. You are no longer chained to your office computer. The world has gone mobile, and now is not the time to fall behind. With Convergia's Desktop as a Service, you can get your applications on any device, anywhere. Take CloudDesktop with you on your tablet, smartphone, desktop, zero client, and other devices.
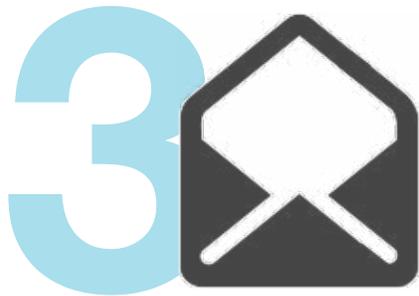
"The worries of being confined to one device are completely diminished with the cloud."

Virtual Server

Convergia's CloudServer solution moves your in-house servers into the virtual cloud environment. Convergia provides top of the line infrastructure tools, and is backed by vCloud hypervisors, NetApp storage, and Cisco UCS blade chassis. With CloudServer, all files are stored on your virtual cloud. Having virtual servers eliminates the maintenance requirements of in-house servers including hardware, cabling, cooling, back up generators, and more. Having the option of your infrastructure being hosted off-site allows your IT staff to focus on what is important, such as planning and development.

The goal of CloudServer is to provide a flexible, standardized, and virtualized operating environment that allows applications to perform at their peak without downtime. Infrastructure as a Service (IaaS) abstracts hardware (server, storage and network infrastructure) into a pool of computing, storage, and connectivity capabilities that are delivered as services for a usage-based (metered) cost. Leveraging our infrastructure allows you to operate like an enterprise-level organization, no matter what size you are.

CloudMail

Email is the most common form of communication within a business. Convergia has perfected the virtualization of Microsoft Exchange by creating an entirely cloud-based hosted email solution. Hosted Microsoft Exchange is a better option due to its efficiency and simplicity. Convergia also deals with all the migration, making the process of installation much less complicated. Setting up Hosted Exchange is much less expensive compared to setting up an internal server, hosting all of your emails, dealing with storage, backup and recovery, and updates. Convergia uses the most up-to-date and technologically advanced hardware, which you gain access to with the benefit of not incurring any Capital Expenditure (CapEx).

Microsoft Exchange introduces built-in integrated email archiving, retention, and discovery capabilities that save costs and simplify the process of preserving business communications. Convergia's Hosted Exchange solution delivers on the capabilities demanded by mobile workforces. Access your business email, calendar and contacts on your desktop, laptop, smartphone, and web browser so it can always go where you go. With hosted Exchange, you will remain in control of your solution by tailoring it to your specific needs and ensuring that your communications are always available.
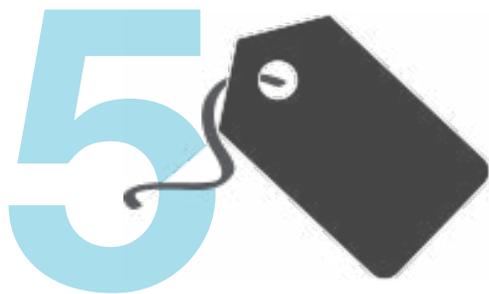
Disaster Recovery

The possibility of losing your data would be detrimental to any business. Housing your data in-house poses the highest threat of a complete loss in the event of a disaster. Accidents such as power outages or a malfunction in your air conditioning can cause your servers to overheat and fail. This all can be avoided with the cloud. Convergia has built an advanced active/active network of systems across all 3 of our Tier 3, Class 1 data centers. In other words, if a data center in one location fails, the rest of the data centers take charge and maintain the data running without any downtime. Having the ability to do this enables us to have the fastest available Recovery Time Objective (RTO) and Recovery Point Objective (RPO) providing a fast turn out in the event of a disaster.

Disaster Recovery as a Service works by first securely safeguarding your data in our Cloud. Our Disaster Recovery and Business Continuity solutions will secure your business data and ensure minimal downtime in the event of a disaster. Keep your business applications and data safe and accessible at all times with Convergia's CloudRecovery.

Cost

In the traditional IT process, buying your hardware such as servers, routers, switches, desktops, etc. can amount to be very expensive. Refreshing your software is pricey, let alone having to go through a refresh cycle every 3-5 years. Every user needs software and licensing for every device and application they use. The CapEx cost makes up a mere 10% of the overall IT spend. The remaining 90% Operating Expenditure (OpEx) is unpredictable and has to factor in the cost of networking, IT labor, setup , facility cost, management tools, power/cooling, support, maintenance, security, backup, disaster recovery, and more. However, moving to Convergia's Cloud can diminish this, given that we manage the hardware and software for you. Convergia turns CapEx costs into predictable, monthly OpEx.

The time and money that go into traditional IT operations can essentially be eliminated with the cloud. Convergia's solutions allow you to pay for what you use, so you don't waste money on unneeded services. You can free up your staff to focus on running a business and save money.

24x7x365 Support

Convergia provides 24x7x365 support for any question or issue that may arise. Our domestic support centers practice a white glove support philosophy. We will escalate technical questions to the correct person the first time around, instead of dealing with being transferred back and forth. Our CloudIntelligence team offers professional, knowledgeable expertise with setup, installation, and resolving issues. With your CloudIntelligence team in place, you always have support for any situation.
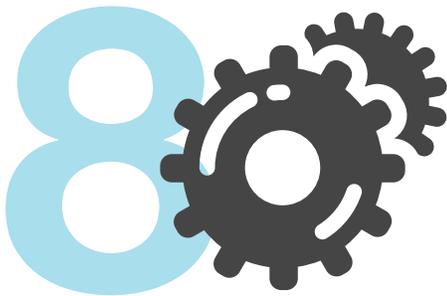
Our support centers have a 65% first-time call close-rate which means your time won't be wasted sitting on hold or waiting for a call back. We have a live person answering the phone any time of day, so you get help faster without navigating through a recording maze. Our Help Desks are staffed with Level I and Level II Engineers providing exceptional support. Calls are answered within less than a minute and 65% of calls are closed after the first call.

"Our Cloud Intelligence team offers professional, knowledgeable expertise with setup, installation, or resolving issues."
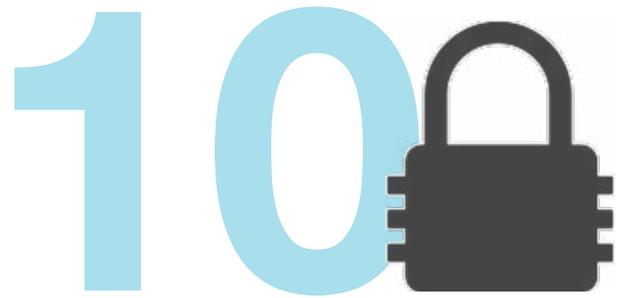
Stability

The cloud is not only a reliable resource but it also performs in a uniformed way with all devices. Convergia provides unlimited bandwidth running in and out of our data centers, delivering an exceptional experience to our users, regardless of their location or device. With our 100% SLA uptime guarantee, your desktop will always be up and running.

Ease

With the advancement of technology and new applications constantly on the rise, you want something that will be easy to use no matter what device you're working from. The cloud is a simple platform to use and navigate. Our virtual environment runs on a Windows 7 interface, which provides a familiar interface that is universal across whatever device you use. Convergia handles design, testing, migrations, and implementations in order for you to focus on the importance of running your business. Convergia has created a reliable, convenient, and stable system in order to make your transition to the cloud a smooth one.

"Convergia has created a reliable, convenient, and stable system in order to make the smooth transition to the cloud."

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Mobility

Having multiple technological devices is now a normal occurrence and having different data on each one can become quite inefficient. Convergia's CloudOffice removes that burden by providing an all-in-one business solution. With the cloud, you can access your information from any device through your browser or our app. Everything is stored in your accessible cloud environment, so you won't ever be without your files.

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Security

We all want to have the highest level of security, especially with delicate information not intended for public use. Convergia assures the best security with our Tier 3, Class 1 Data Centers that feature full redundancy, biometric scanning for entry, fully enclosed and locked cages, round-the-clock interior and exterior surveillance, and more. We meet and exceed standards such as HIPAA, PCI compliance, and the majority of other government security standards.

Your company's security is a top priority of ours. Our enterprise-grade security team and software will protect your business from viruses, malware, and rogue employees at an infrastructure level. We take multiple steps to ensure that your data is safe from harm. To keep you protected, we offer the highest quality security, routers, switches, and monitoring paired with the most secure data centers in the country. We make sure your cloud remains YOUR cloud.

"Convergia gives you the option to enlist a full scale CloudIntelligence team to keep an eye on everything within your cloud."

For More Information Contact Us Today

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