

# Boxtop FAQ

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## FREQUENTLY ASKED QUESTIONS

### WHAT IS BOXTOP?

Boxtop is a Desktop as a Service (DaaS) cloud solution that enables firms to fully leverage cloud by moving your desktops, servers, applications, and files to the Boxtop private cloud. When operating your IT from the Boxtop cloud, you access your Boxtop Windows desktop, along with all of your applications and files, securely and seamlessly from any type of device (Windows, iOS, Android) and from any location.

Security, mobility, backup, and business continuity are inherent in the Boxtop cloud and no longer need to be paid for or managed separately. Moving your IT to the Boxtop cloud reduces hardware costs because you no longer need to purchase costly on-premise hardware or PCs for your office locations. Boxtop is the perfect solution to allow for both a hybrid work model and hoteling in your office, where users can float between workspaces. Plus, we are your IT team, providing strategic IT advice to your leadership, as well as full-service system and end-user support.

### WHAT IS DESKTOP AS A SERVICE (DaaS)?

DaaS securely delivers applications and desktops from the cloud to any device at any time. Users access their Windows desktops from the cloud, which looks and operates in the exact same way as a PC. DaaS offers end users the same level of security regardless of where they are working from. Backup and business continuity are inherent with DaaS solutions.

### WHAT DOES IT MEAN THAT BOXTOP IS A PRIVATE CLOUD?

Boxtop is our own private cloud. We built, own, and operate our infrastructure, enabling us to be in complete control of the systems we host, instead of relying on other providers. The same engineers who built our cloud are the ones who maintain it to ensure that everything runs smoothly. Rather than an open forum, our private cloud is like a gated community, reserved exclusively for use by our clients. Each of our clients has their own "piece" of our cloud that is fully segregated and secured.

### IS BOXTOP DIFFERENT THAN MY PC?

When working from the Boxtop cloud, you are using a Windows desktop with the same start menu, icons, programs, and documents that you're already familiar with, but they are now seamlessly accessible from any location. It looks and feels exactly like a typical PC so no training is required. The difference is that instead of a computer on your desk, Boxtop lives in – and is fully managed and secured – in our private cloud. All your applications and files are also in the Boxtop cloud, ensuring that your IT is always available when you need it.

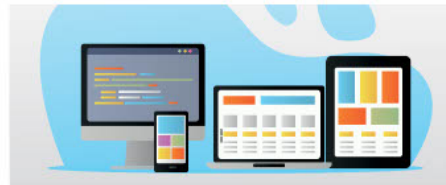


### HOW DO YOU CONNECT TO BOXTOP?

When operating your IT from the Boxtop cloud, you no longer need PCs in the office. Instead, a Boxtop gateway device is installed at every desk. This is a simple, secure device that connects directly to your monitor(s), keyboard, mouse, and webcam. When powered on, it automatically connects to the Boxtop cloud, enabling you to log in to your Windows desktop and start working with all of your applications and files. When working outside the office, simply install the Boxtop application on any PC, laptop, or mobile device and you will be provided the same seamless, secure access and experience that you have in the office.

### DO WE NEED BOXTOP GATEWAY DEVICES?

Gateway devices eliminate the need for PCs in your office. This not only simplifies your IT infrastructure, but it also increases security and reduces management and support. These devices are provided to each end user and are included in your Boxtop subscription. They are only required to connect to Boxtop from your office desk location. When working outside the office, you can access your cloud desktops from any type of device by installing the Boxtop app.



### WHAT HAPPENS TO OUR DESKTOPS AND SERVERS AFTER BOXTOP?

During the migration, we transition all of your data and applications over to the Boxtop cloud. Once migration is complete, the servers and desktops in your office are no longer needed. Once they are securely wiped, they can generally be recycled, donated, or repurposed as home devices for your staff.

### HOW DO BUSINESS APPLICATIONS WORK ON BOXTOP?

All business applications that work in a Windows environment function exactly the same in Boxtop. With Boxtop, you get all of the advantages of cloud while keeping all of the applications you love. Plus, once you are on Boxtop, we handle all future updates and support.

## FREQUENTLY ASKED QUESTIONS

### DO I NEED TO CHANGE TO THE CLOUD VERSION OF APPLICATIONS FOR THEM TO WORK IN BOXTOP?

Any application you use on a PC can be installed in Boxtop. This means that you can securely take the full versions of any application to the Boxtop cloud. There is nothing new to learn, no compromises need to be made when choosing applications for your business, and no changes need to be made to application licenses.

### DO I NEED BOXTOP IF I ALREADY HAVE APPLICATIONS IN THE CLOUD (SAAS)?

In a Software as a Service (SaaS) model, you use different services from different providers, each with its own security protocol and standards. Our Boxtop Desktop as a Service (DaaS) solution enhances your use of SaaS by taking the full version of all applications, including cloud SaaS applications, and placing them in our secure managed cloud. You access your applications from a single, secure desktop, regardless of where you are working from. How you access your applications is always the same, with the same integrations, plugins, and desktop configuration.

### HOW IS BOXTOP DIFFERENT FROM OTHER CLOUD DESKTOP SOLUTIONS?

There are many differences between Boxtop and other cloud desktop solutions in the areas of performance, security, accessibility, and infrastructure. Boxtop is a higher performing, more secure environment than other cloud desktop solutions. Because Boxtop is a Windows desktop that operates from the cloud, everything works as it did in your previous desktop and server environment. Applications run and seamlessly integrate as they do in a typical Windows environment so there is nothing new to learn. With other cloud desktop solutions, some application functionality may be lost or not work at all.

*For a full explanation of the differences, please contact us.*

### HOW IS BOXTOP DIFFERENT FROM CITRIX AND REMOTE DESKTOP?

In Boxtop, each user is assigned a single Windows desktop with a fixed set of resources – just like when a PC is assigned to them – with a fast processor, ample RAM, and storage. With Boxtop, every user has their own dedicated resources, making performance much more stable and reliable. Citrix and remote desktop solutions do not imitate a real desktop experience like Boxtop does. Each user works in a shared server environment, which means that users compete for resources, and issues for one user often impacts many.

### WHAT TYPE OF DEVICES CAN I USE OUTSIDE THE OFFICE TO CONNECT TO BOXTOP?

You can connect to Boxtop using any internet-connected device, including any Windows or Mac computer, Chromebooks, Android devices, iOS devices, or Windows mobile devices.

### WHAT HAPPENS IF I WANT TO ACCESS FILES WHILE THERE IS NO INTERNET SERVICE, LIKE DURING TRAVEL?

Boxtop Drive is a feature that allows users to securely access their firm's share drive from anywhere via a desktop or mobile app. Download files and folders for secure offline access, instantly email a file from the share drive, and upload photos and videos directly from your smartphone into folders.

### WHAT IF OUR INTERNET GOES DOWN?

Boxtop maintains a 99.99% uptime since our launch. When implementing Boxtop, we work with your firm to install many network redundancies to guard against any issues. In the rare occasion that the internet is fully down at your office, like during a natural disaster, Boxtop users can still work from home or another location, always accessing their desktop, files, and applications like they would in the office.

### WITH BOXTOP, IS THERE STILL A NEED FOR BUSINESS CONTINUITY AND BACKUP SOLUTIONS?

Boxtop is your single IT solution, including business continuity. Because Boxtop moves your entire IT to the cloud, you enjoy all of the benefits inherent with cloud, such as backup, disaster recovery, and business continuity. There is no need for separate systems.

### HOW DOES BOXTOP SUPPORT A HYBRID OFFICE ENVIRONMENT?

Cybersecurity, stability, and mobility are essential to supporting hybrid work environments. Boxtop enables users to seamlessly access their desktops, data, and applications securely from any device and any location. Users can log out from the office and pick right back up where they left off at home for a seamless, flexible experience. Boxtop simplifies hot desking or hoteling at your office space as any user can log in to their own Boxtop desktop from any device and any Boxtop gateway client.

