Glass Technology Investments
Remote Cloud Services (Cloud Computing)
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Service and IT Support provided by Elite Technology Solutions.

What we offer:

- Dedicated Remote cloud hosting with Windows Server 2019. We are doing things a bit differently where Each Client is on an individual server sized to their needs. We handle all the backend server management and user management remotely.

- Servers are behind a business grade firewall with Deep packet inspection and Intrusion prevention, each client server is given its own "Network" to prevent other servers from connecting to each other, keeping you separate from our other clients and servers. This is particularly useful in the chance of a client getting a virus or malware on their system as it wont spread throughout our infrastructure. Each server has its own antivirus that can be tuned to the needs of the client.

- Hosted locally in Oklahoma with 2 internet providers (OEC Fiber and Cox). With a manual cellular fail-over connection provided by AT&T to maximize uptime in the event of internet issues. If you need, we can even provide your office with a cellular failover internet connection when your normal ISP is having issues (Helpful when we have storms, construction or other unforeseen events).

- Evening and Weekend updates so you're always up to date but not disturbed.

- If you require updates or changes during business hours, only you will be affected (We can reboot your individual server, install new programs or make major changes without causing downtime for other clients).

- Confidentiality. We will never share your business with others, not even your name.

- External Cloud Backup of all data. Each client is backed up individually to a dedicated cloud account (Google Drive). In the event we are unable to provide service, your data is available to be released to you to move to another provider or internal systems if needed. Your data is backed up once a day in the evening time and periodically through the day depending on the use of files. Cloud Backup is HIPAA compliant and uses top security and encryption methods. We will backup all crucial data and user data that is

needed. A comprehensive list of folders that will be backed up will be discussed with each client as well as the information to retrieve this data at their own will (Further evidence of our business continuity plan and our transparency).

- Grouped or separate locations: If you have 2 or more offices but want to share the same programs, data, or database we can do so. Or if you want them to be separate, we can do that as well!

- Easy login. We utilize a simple sign in method using an external provider to make logging into our servers easy. You can use a PC, Mac, iPad, iPhone or android. And still have the full experience of sitting in front of a computer. Think of how you could change your routines using an iPad. There is an App that needs to be purchased to use Mac, iPads or iPhones or Androids, but the service is free for PC's. Using this service eliminated the need for a static IP from your internet provider allowing easy work from home access as well as eliminated the need for port forwarding on your end or ours adding to the security of the systems.

Easy and reliable billing:

Invoices are auto generated and sent out once a month on the 1st. Our systems let you pay via Credit card, Check or ACH deposit. You can even set your payments to autopay.

Pricing is as follows:

- $500 initial Setup fee for each location with 1-10 users. (We may choose to discount this)
- $100/month per location + $50/User/month

Add users anytime and you only pay for the additional monthly service for users or downgrade your user count and bill. (To keep billing simple, we will bill per month with the max user count that month, since it is a minimal cost per user we will not prorate unless we communicate that directly on a case-by-case basis). An example invoice is 1 Location + 5 users = $350/Month. (Microsoft Office is an Additional $15/User/Month).

We have sized our default individual servers to fit an ideal userbase of 1-10 users (Even if it's grouped) and provide 1TB of Solid-State Drive Storage allowing you plenty of storage space for office files and data as well as faster access to that data. More storage is available depending on your needs and growth.

If you have a location with more than 10 active users or a "grouped" system with more than 10 active users, we will quote an initial fee and size your server for potential growth. When we say "active" users we are referring to the number of people signed in at any one time.

We can also provide your Microsoft office licenses and handle the management of your email. As well as provide support for your in-house IT, these services are priced separately and to your individual needs.

Tips and other information:

We have no service contract. Don't like us? Our services not up to your standards? We will release your data to you and delete all our copies, Afterall it's your data. We want you to be satisfied and feel our service should speak for itself. You have nothing to lose!

You are responsible for all licenses for your software, we cover all Microsoft server/user licenses. We will help keep track of your licenses and when they are up for renewal if you would like.

ECR Vault charges separately for the migration of your data and if you need a to scan directly into the remote server there is a separate license for each connected scanner. We will bill for those licenses, or you can buy them directly, but we will not upcharge them! We will work with ECR Vault and get your data migrated over with little requirement from you to ease the transition.

The Default list of applications on each server is:
- Google Chrome
- Edge
- Jump Desktop
- Adobe
- Java
- TreeSize (Allows us to see the folders with Data)

Optional Programs that require licenses (Just a few, not all):
- OfficeMate
- TS Scan
- ECR Vault
- Office Applications (Word, Excel, Outlook…)
- Sage
- Quickbooks
- Work Papers CS
- Calyx Point