

# FREQUENTLY ASKED QUESTIONS

## WHAT IS BOXTOP?

Boxtop enables firms to fully leverage cloud by moving your desktops, servers, applications, and files to the Boxtop private cloud. You never have to purchase PCs or servers for your office again. Instead, you can stream your Windows desktop, applications, and files from the Boxtop cloud to your desk or any other location you are working from.

## HOW DOES BOXTOP SIMPLIFY IT?

Boxtop is available when you need it, enabling users to log in from any internet connected device from any location. Boxtop supports all of the applications you already use, and because it runs in the cloud, it offers all of the benefits inherent in cloud, including security, stability, scalability, and convenience. It replaces costly on-premise hardware so you no longer need to buy PCs or servers. Plus, we handle all of the maintenance, backups, and support so you never have to worry about your IT.

## ARE THERE OTHER SOLUTIONS OUT THERE LIKE BOXTOP? HOW ARE YOU DIFFERENT?

We have been serving small and midsize firms for nearly 20 years and take a holistic, strategic approach when partnering with our clients. Boxtop is not just our cloud product – it is our high-touch service that eliminates your IT headaches so you can be more productive and focus on your business instead of your IT. Our fully-dedicated desktops with no software sharing means a more stable and secure environment than other platforms.

## IS BOXTOP DIFFERENT FROM A COMPUTER?

The Boxtop desktop is a Windows desktop with the same start menu, icons, programs, and documents. It looks and feels exactly like a physical PC so no training is required. The difference is that instead of a computer on your desk, Boxtop lives in and is fully managed in the cloud. It is an entire business IT environment, including your firm's computers, servers, databases, applications, backup, security, and support, and it is all available when you need it.

## HOW DO YOU CONNECT TO BOXTOP?

In the office, Boxtop replaces the need for PCs. Every user has a Boxtop terminal (thin client) that connects directly to your monitor(s), keyboard, and mouse. It streams your Windows desktop to your screen. To access your apps and data from home or other locations, simply install the Boxtop software on your PC, Mac, or mobile device.

## DO WE NEED THIN CLIENTS?

Thin clients eliminate the need for PCs in your office. This increases security and reduces management and support, thereby simplifying your infrastructure. Thin clients are provided to each user and is included in your Boxtop subscription.

## 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 office are no longer needed. Once they are securely wiped, they can generally be recycled or donated.

## 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 of your future updates and support.

## 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 of Boxtop that allows users to securely access their firm's share drive from anywhere via a 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.

# FREQUENTLY ASKED QUESTIONS

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## **IS BOXTOP LIKE DROPBOX OR MICROSOFT OFFICE 365?**

Services like Dropbox or Microsoft Office 365 take one function or application and move it to the cloud. Boxtop moves your entire desktop PC and all of the applications inside it to the cloud, enabling you to experience all of the benefits of cloud in your entire IT environment. Boxtop is fully compatible with Dropbox, Microsoft Office 365, and many other cloud systems.

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

In Boxtop, each user is assigned 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 do not imitate a real desktop experience like Boxtop does, which means that issues for one user often impacts many.

## **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.

## **WHAT IF AMAZON'S OR MICROSOFT'S CLOUD GOES DOWN?**

Boxtop runs on our own private cloud. We own and manage the entire infrastructure so our clients are never impacted by an Amazon or Microsoft outage.

## **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.

## **WHAT DO YOU SEE IN THE FUTURE FOR BUSINESS IT?**

Business IT has been moving to the cloud pretty steadily over the last 10 years and will continue to do so. Cloud is not a trend – it is the future of IT. Small and midsize firms need to leverage cloud to meet the growing security, mobility, and accessibility demands of the business environment. In an increasingly competitive market, Boxtop affords small businesses the same cloud benefits as enterprises, but without the high costs.