



### **HEROware Private Secure-Cloud (Managed by the Partner)**

HEROware's Private Secure-Cloud™ provides a secure multi-tenant environment for end-user's data, including full-server image, full-desktop image, and files. The Private Secure-Cloud solution is made available to select resellers worldwide where the hardware would be hosted in the datacenter of their choice. This platform will allow users to retrieve individual files, as well as securely store desktop and server images for disaster recovery.

There are two ways of connection to the HEROware Private Secure-Cloud:

1. PC/Mac or Server to> HERO-Defender to> HEROware Private Secure-Cloud
2. PC/Mac or Server to> HEROware Private Secure-Cloud (when no HERO-Defender is sold)

Your HERO-Defender creates and stores real-time VHD's of your Clients production machines for high-availability. Likewise, your HERO-Defender can create and store incremental images of user's workstations. Secure-Cloud will then create compressed backup images of those VHD's & workstations, (4 times per day for VHD images and 1 time per week for desktop images) and immediately upload where they are stored in the HEROware Secure-Cloud™. End-users or VAR's could then log into the Private Secure-Cloud™ web portal and view their images.

This requires the following hardware, software and infrastructure:

#### **HEROware Private Secure-Cloud Price:**

- HEROware Secure-Cloud Host Software-Installed on Host Server in Data Center
- 2 Client Access Licenses (CAL's) are needed for each Production Server VM
- Workstations, PC, Laptop's and Macs need 1 CAL
- Exchange Granular Restore requires an additional CAL
- The CAL's never expire but as soon as they are activated they are only good for 1 month. They are stored in the Partner Portal (see video at [www.heroware.com](http://www.heroware.com) on allocation and usage)
  - a. Purchase Price of HEROware Secure-Cloud Host Software –Call HEROware
  - b. Purchase Price of HEROware Secure-Cloud Host Software - Call HEROware
  - c. Software Support- Call HEROware
  - d. Cost per additional CAL- Call HEROware

#### **HEROware Partner provides (recommended specifications):**

- (Qty 2) Quad-Core Server with Windows Enterprise Server 2008 R2, 64GB RAM, Dual NICs
- iSCSI SAN with Windows Enterprise Server 2008 R2, 64GB RAM, 36TB RAW – 12x3TB drives, Quad NICs plus management software
- Managed Switch and Managed Router

Partner must provide Tier 1 and Tier 2 support. This support is defined as answering calls and trouble tickets (your internal tools) from customers or partners directly. Partner will handle all support and maintenance of hardware and software outside of any bug fixes, or technical issues that are out of scope.