# INFINITELY VIRTUAL

# ACCOUNTING & BOOKKEEPING IN THE CLOUD

## Product Brief

Infinitely Virtual offers unmatched data security, protection, availability and performance.  And we back it up with our guarantee:

### 100% Data Protection
- Servers backed up **nightly**
- Offsite backup updated **hourly**
- **Application-Consistent Snapshot** technology ensures data integrity

### 100% Data Security
- Perimeter **Intrusion Detection & Prevention**
- Perimeter **Anti-Virus/Anti-Malware**
- Servers in **Private VLANs**
- Protected by network **Firewall**
- Connect to servers using **encryption**

### 100% Availability
- Access your applications from **anywhere** in the world
- **100%** uptime SLA
- **Clustered** hosts & storage
- **Redundant** everything network
- **Dynamic** load balancing of servers and storage

### 100% Satisfaction Guarantee
- 30-Day 100% money back satisfaction **Guarantee**
- **Month-to-month** plans with no cancellation fee

## Product Overview

**Why Get Into The Cloud?**
Infinitely Virtual enables you to place all or part of your practice in the cloud.  It does not matter whether you want to simply host QuickBooks for your clients, run Thomson Reuters for your employees, or share Microsoft Office data files, we have a hosting plan that will help you do it.  We do not do one-size-fits-all; we custom design every hosting plan to fit your firm.

**What are you Afraid Of?**
When considering getting into the cloud, there are a number of rational fears; let's frankly discuss them:

**Where is my data?  Will it just disappear on me?**
Everyone thinks of The Cloud as this nebulous thing.  But when you host in our cloud, you are placing your applications and data on one or more virtual servers that only you and your organization will have access to.  It will not be intermingled with other customers.  You will have the administrator password for every server in your environment, giving you complete access.

**What about backup?  What happens if I delete a file? How long will it take to restore a file?**
We back up every server in our environment nightly using what is called Application-Consistent Snapshots.  With this technology we can restore entire servers or individual files in just minutes.  And because it is application-consistent, restored files and databases will not be corrupt.  We also support turning on a feature called Volume Shadow Copy, which enables you to restore your own data from snapshots taken by Windows.

**Who has access to my data?  Can someone just open my files without my approval?**
Every customer's data is on their own server—access to the server is controlled by username and password.  We use Intrusion Detection & Prevention technology to prevent "hackers" from unauthorized access.  Every communication with your server is inspected by equipment whose sole responsibility is to determine if someone is trying to break in.  If they are, the communication is disrupted.  We also use anti-virus and anti-malware to ensure your server remains clean.  Each customer gets their own private VLAN, into which their servers are placed.  A network firewall is placed between that VLAN

| Plan/Feature | QuickBooks Support | InfiniteApp Experience | InfiniteApp | Active Directory | File Server | SharePoint Server | Exchange Server |
|---|---|---|---|---|---|---|---|
| InfiniteApp Quickbooks Dedicated | ✓ | ✓ | Shared | Shared | Shared | ✗ | ✗ |
| Quickbooks Terminal Server | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| Quickbooks Terminal Server—Premium | ✓ | ✓ | Dedicated | Dedicated | Dedicated | ✓ | ✗ |
| Quickbooks Virtual Office Network | ✓ | ✓ | Dedicated | Dedicated | Dedicated | ✗ | ✓ |
| InfiniteApp Dedicated Edition | ✗ | ✓ | Shared | Shared | Shared | ✗ | ✗ |
| Virtual Terminal Server—Standard | ✗ | ✗ | ✗ | Dedicated | ✗ | ✗ | ✗ |
| Virtual Terminal Server—Premium | ✗ | ✓ | Dedicated | Dedicated | Dedicated | ✓ | ✗ |
| Virtual Office Network—Standard+ | ✗ | ✓ | Dedicated | Dedicated | ✗ | ✗ | ✓ |

and every other server in our environment.  This ensures that only acceptable communication will occur.  Lastly, when you use your server over the Internet, all communication is encrypted, preventing eavesdroppers from reading your data.

**What happens if a server crashes?  I don't want to be down.**
We protect you from all hardware failures.  Our entire system was designed with 100% uptime in mind.  Virtual servers run on clustered VMware hosts, virtual disk drives are on a clustered SAN, and all networking components are redundant.  This keeps your server up and running no matter what happens on our network.  If your virtual server experiences a failure, preventing it from booting or otherwise running properly, we can restore that server within minutes of being notified.

**If it is not here, is it slow?  I can't have my employees waiting around.**
We optimize performance in our environment by load-balancing virtual servers among a large number of physical hosts and datastores.  This ensures that you get the best possible performance from the resources you purchase.  For best performance, it is necessary to purchase enough resources to handle the workload.  Your Pre-Sales Systems Engineer can help you do that.

**Is it hard to get started?  I am not a techie.**
With our free onboarding appointment, customers are able to get started using our system within one business day of ordering their system.  If you like your current "IT guy/gal", use them to get started.  Or leave it to us.

**What if I don't like it?  Am I stuck?  What will it cost to leave?**
While our competitors set up barriers to leaving, we make it easy.  If you are unhappy for any reason, you can leave with your data whenever you want.  Our plans come with a 30-day 100% money back guarantee.  If you cancel your service any time in the first 30 days, you get 100% of your money back.  All of our plans are month-to-month.  So if you want to cancel for any reason, you simply take your data with you.

**What's Next?**
Simply call sales and talk to one of our Pre-Sales Systems Engineers.  In a few short minutes we can determine your requirements and email you a custom quote.  Within one business day of purchasing a plan, we can perform a customized onboarding session.  Getting onto the cloud couldn't be easer.

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