



Cloud Hosting For Existing ShopWorks Customers



1655 Palm Beach Lakes Blvd.
Ste 708
West Palm Beach, FL 33401
Ph: 561-491-6000
Fx: 877-491-5860

Published: 10/29/14

Introduction To “Cloud Hosting”?

Up until the release of OnSite 8, your OnSite system was purchased and you “hosted” the data yourself with a server at your shop. This requires you to own and maintain infrastructure to support your system:

1. You purchase a server specifically for hosting OnSite data. Typical cost is between \$2,500 - \$10,000.
2. You (or a hired IT person) are responsible for maintaining that server including hardware, operating system and backups.
3. You are responsible for performing your OnSite upgrades.
4. To share your data with remote users required a second server using Microsoft Terminal Services.

OnSite Cloud Hosting is a cloud-based data center where your OnSite data is hosted and maintained. You are charged a monthly fee (subscription) for renting the server and related software needed to run your system.

1. No need for you to buy a server...we are responsible for the hardware and software to host your data.
2. You can start off with a smaller server and add capability as your company grows.
3. Your server is never out-of date. The Windows operating system is updated perpetually with no additional cost to you.
4. We take care of your backups. No need to worry anymore about scheduling backups or if they are working properly.
5. We take care of your OnSite upgrades. When a new version is available we notify you and schedule the upgrade when it is convenient for you and your staff.
6. Users access your OnSite system using Remote Desktop sessions. These are virtual Windows desktops that can be accessed from home, office, laptop or tablet. All that is required is an internet connection.

Cloud Pricing Estimates

Pricing for cloud hosting varies based on your actual user count and predicted disk space, RAM and processor needs. Unlike a traditional server, capacity on our cloud-based servers can be increased as your company grows.

Listed below is baseline pricing for a few server sizes. All servers include Microsoft Office “clone”, operating software and hosting, backups and security. Actual pricing for your company will require a 15 minute survey to assess your actual needs from which we will provide you a quote.

Small Server – Windows 2012 Server plus 3 user desktops

1 CPU
3.7 GB RAM
50 GB Total Storage

\$202.50* Per Month - 1 Year Commitment
= \$67.50 Per User Per Month

Medium Server – Windows 2012 Server plus 8 user desktops

2 CPU
7.5 GB RAM
100 GB Storage

\$325.00* Per Month - 1 Year Commitment
= \$39.37 Per User Per Month

Large Server – Windows 2012 Server plus 15 user desktops

4 CPU
15 GB RAM
200 GB Storage

\$530.00* Per Month - 1 Year Commitment
= \$35.33 Per User Per Month

Includes 15 virtual user desktops, Microsoft Office “clone”, operating software and hosting, backups and security.

NOTE: Pricing based on 1 year commitment. On-demand (no commitment) available, add \$35 per month to Small, \$65 per month to Medium and \$135 per month for Large servers. Other configurations are available. Contact ShopWorks to survey your needs and for an exact price.

One Time Setup	\$180 one time
Additional Hard Drive	\$.15/GB/Month
Additional Remote Desktop Connections	\$5 /Connection/Month

NOTE: All hard drives are Solid State Drives (SSD) and are optimized for Filemaker performance.

Frequently Asked Questions

Where is my data being hosted?

Your data is safely being hosted from a world class datacenter:

- 99.99% uptime
- Server facility 24x7x365 on-site monitoring and secure access
- SAS 70 Type II / SSAE 16 Type II audit certified
- Encrypted and password secure data is not shared across companies.
- Virus and anti-intrusion detection
- Dedicated backups
- Minimum of 6 fiber carriers (carrier neutral)
- Redundant power supplies and UPS

How do I access my OnSite system?

Your virtual Windows desktop is accessed via Remote Desktop (RDP) connections. This is done the same way whether you are at home, business or from a laptop on the road. Your RDP file contains the details for your remote server and you provide your user name and password when logging in.

Once logged in, your Virtual Desktop gives you access to ShopWorks OnSite as well as spreadsheet editing, email (if you want it) and programs for reading Adobe and Word documents.

What if I want to access my OnSite system from a Mac?

There are several RDP applications available for the Mac. Keep in mind that once logged in you will see and use a Windows Virtual Desktop to then use applications, including OnSite.

What if I need a bigger server?

OnSite is hosted in the cloud so we can increase server size as your company grows. Incremental costs apply and we can provide a quote for your needs. Start small and add hard drive capacity as you need it.

Can I run another database or program from my cloud server?

OnSite needs a dedicated server so you cannot host additional applications from this server. However, you can purchase one or more additional servers to host other applications.

Who does the setup and other “IT” work on my Cloud server?

ShopWorks technical support will handle all of your needs with regards to setting up new users and what software they need.

How fast will my system run in a Cloud environment?

Overall speed will depend on the server size as well as internet connections for each user. Remember that we can increase server size “on demand” so it will be sized properly for your data size and user count.

Individuals accessing the system from their homes should have 4G speed equivalent or higher. For a main office with many users you will probably need cable modem speeds or higher.

Is there a contract involved?

There are two different pricing tiers. One cost is for a 1 year commitment and a higher cost for “on-demand”...meaning no commitment and you can cancel at any time.

Do the costs in this document include my Technical Support Contract (TSC) and Filemaker licensing?

No. The costs in this document are for your server, remote desktops and all related software only. Filemaker and your TSC are billed separately.