

RDS Server(s)					Database + AD Server		Bandwidth
Users in Plan	Virtual Servers (Instances)	RAM (Memory)	System Partition	General Storage (Total)	RAM (Memory)	System Partition	Monthly Transfer
3 - 5 Users	1 Server	6 GB	50 GB	50 GB	3 GB	50 GB	10 GB x Users
6 - 10 Users	1 Server	9 GB	50 GB	50 GB	3 GB	50 GB	10 GB x Users
11 - 15 Users	1 Server	11 GB	60 GB	50 GB	4 GB	50 GB	10 GB x Users
16 - 20 Users	1 Server	13 GB	60 GB	50 GB	5 GB	50 GB	10 GB x Users
21 - 25 Users	1 Server	15 GB	60 GB	50 GB	5 GB	50 GB	10 GB x Users
26 - 30 Users	1 Server	17 GB	60 GB	50 GB	5 GB	50 GB	10 GB x Users
31 - 35 Users	1 Server	20 GB	70 GB	50 GB	7 GB	50 GB	10 GB x Users
36 - 40 Users	2 Servers	13 GB (ea)	60 GB (ea)	50 GB	7 GB	50 GB	10 GB x Users
41 - 50 Users	2 Servers	15 GB (ea)	60 GB (ea)	50 GB	9 GB	50 GB	10 GB x Users
51 - 60 Users	2 Servers	17 GB (ea)	60 GB (ea)	50 GB	9 GB	50 GB	10 GB x Users
61 - 70 Users	2 Servers	20 GB (ea)	70 GB (ea)	50 GB	11 GB	50 GB	10 GB x Users
71 - 80 Users	3 Servers	13 GB (ea)	60 GB (ea)	50 GB	11 GB	50 GB	10 GB x Users
81 - 90 Users	3 Servers	15 GB (ea)	60 GB (ea)	50 GB	13 GB	50 GB	10 GB x Users
91 - 100 Users	3 Servers	20 GB (ea)	70 GB (ea)	50 GB	13 GB	50 GB	10 GB x Users
101+ Users	Resource Entitlement beyond 100 users follows same resource allocation pattern						

Additional Entitlements (All Plans)

Item	Description	Entitlement
• VPN Tunnel	SSL, Site-to-Site	1 / Firm
• Microsoft SQL Server	SQL Standard Edition Licensing	1 License / User
• Service Account	AD account for application authentication (no RDS access)	1 / Firm

Resource Upgrades

Item	Description	Monthly Price
+ 1 GB RAM		\$40
+ 10 GB Data Partition		\$20
+ 10 GB System Partition (RDS Server)		\$20
+ 10 GB System Partition (Database + AD)		\$30
+ 1 Site-to-Site VPN Tunnel		\$35
+ 1 Service Account		\$45

Definitions

Server Definition

Uptime Practice™ is a collection of virtual servers dedicated to your company that includes one or more RDS servers and one Active Directory + Database server. The RDS Server provides the virtual desktop, hosts the application and includes (by default) the General Storage partition. The Directory + Database Server hosts Active Directory as well as SQL Server if required by your applications.

Users & RAM

RAM (memory, not to be confused with disk storage) is the primary metric that affects system performance and therefore the end-user experience. The more users working in your server, the more RAM an RDS server requires to continue to run smoothly. Because of this, the amount of RAM we allocate to your virtual server is directly proportionate to the number of users in your plan. This RAM allocation is meant to accommodate the average company running typical software applications and is suitable for the vast majority of users without having to add additional RAM. In some cases your applications or environment may require additional RAM.

Multiple RDS Servers

Once your plan exceeds 35 users we will provision and spread your users across two or more RDS servers for an optimal virtual desktop experience. This is a behind-the-scenes technical detail: you still pay the same per-user price, and end-user experience is not affected.

Bandwidth

Bandwidth costs money. Fortunately RDP (remote desktop) consumes very little bandwidth. We allocate 10 GB of bandwidth (total monthly transfer) per user in your plan, a metric based on normal use of Uptime Practice. If you consume more bandwidth than allocated (which is rare if you're not doing anything out of the ordinary) we'll simply charge you the pro-rated average rate of \$5 per GB.

All Entitlements subject to change without notice. See Uptime Master Service Agreement for terms & conditions.

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