Uptime Practice

Resource Entitlements

Generation 11

RDS Server(s)			Database Server	Data
Users in Plan	**Virtual Servers (Instances)**	**RAM (Memory)**	**RAM (Memory)**	**Total Storage Pool (System + General storage)**
3 Users	1 Server	4 GB	3 GB	500 GB
4 - 6 Users	1 Server	10 GB	3 GB	750 GB
7 - 9 Users	1 Server	15 GB	3 GB	1000 GB
10 - 15 Users	1 Server	20 GB	4 GB	1500 GB
16 - 20 Users	1 Server	25 GB	5 GB	1500 GB
21 - 25 Users	1 Server	30 GB	5 GB	1500 GB
26 - 30 Users	1 Server	35 GB	5 GB	2000 GB
31 - 35 Users	2 servers	40 GB (tot)	7 GB	2000 GB
36 - 40 Users	2 servers	50 GB (tot)	7 GB	2500 GB
41 - 50 Users	2 servers	60 GB (tot)	9 GB	2500 GB
51 - 60 Users	2 servers	70 GB (tot)	9 GB	3000 GB
61 - 70 Users	3 servers	85 GB (tot)	11 GB	3000 GB
71 - 80 Users	3 servers	90 GB (ea)	11 GB	3500 GB
81 - 90 Users	3 servers	95 GB (ea)	11 GB	3500 GB
91 - 100 Users	4 servers	120 GB (ea)	11 GB	3500 GB
101+ Users	Resource Entitlement beyond 100 users follows same resource allocation pattern			

Additional Entitlements (All Plans)

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

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

Special Software Configurations (additional resources required based on application selection)

Some applications, such as iManage, require additional resources beyond the default entitlement/allocation in Uptime Practice. These additional resources include additional dedicated virtual servers, additional RAM and additional system partition. The price and entitlement for each preconfiguration package is listed below.

	OCR / Indexing Server	RAM	System Partition	Service Account
Worldox **OCR Software (any)** **PaperCut**	Additional database server, above base entitlement	6 GB	50 GB	+1 Service Account

ProLaw (standard install / any ProLaw WorkSpace access via remote desktop only)

	additional RAM on RDS servers	
1 - 35 Users	4 GB	
36 - 50 Users	3 GB	per RDS server
51 - 70 Users	4 GB	per RDS server
71 - 100 Users	4 GB	per RDS server

Database Servers	RAM	System Partition	
IIS	6 GB	50 GB	additional server, above base entitlement
SQL Server (based on users):			additional server, above base entitlement
1 - 30 Users	6 GB	50 GB	
31 - 50 Users	8 GB	60 GB	
51 - 70 Users	10 GB	70 GB	
71 - 100 Users	10 GB	70 GB	
100+ Users	18 GB	80 GB	

*Resources may be redistributed to client's servers as necessary.

ProLaw WorkSpace (ProLaw with WorkSpace access available outside remote desktop)

	additional RAM on RDS servers	
1 - 35 Users	4 GB	
36 - 50 Users	3 GB	per RDS server
51 - 70 Users	4 GB	per RDS server
71 - 100 Users	4 GB	per RDS server

Database Servers	RAM	System Partition	
IIS	6 GB	50 GB	additional server, above base entitlement
SQL Server	10 GB	70 GB	additional server, above base entitlement

Juris Suite*

	additional RAM on RDS servers	
1 - 35 Users	4 GB	
36 - 50 Users	3 GB	per RDS server
51 - 70 Users	4 GB	per RDS server
71 - 100 Users	4 GB	per RDS server

Database Servers	RAM	System Partition	
IIS	6 GB	50 GB	additional server, above base entitlement

*Databases larger than 10 GB and plans larger than 100 users will need to be quoted by Uptime Engineers.

iManage Work 10 (Generation 10 entitlement)

	additional RAM on RDS servers	
1 - 35 Users	11 GB	
36 - 70 Users	22 GB	total - to be split per RDS Server
71 - 100 Users	33 GB	total - to be split per RDS Server

*Resources and pricing scale with additional users

iManage Database Servers	RAM	System Partition	
SQL Server	6 GB	50 GB	additional resources to existing entitlement server
Work Server	36 GB	50 GB	additional server, above base entitlement
Work Communication	6 GB	50 GB	additional server, above base entitlement
Work Indexer	8 GB	50 GB	additional server, above base entitlement
Preview Server	16 GB	50 GB	additional server, above base entitlement

*Heavy OCR and/or Heavy Document Conversion may require additional servers and/or resources. May also require additional resources per 1 million documents.

Copitrak / Equitrac - Additional Server (cannot have SQL)

	RAM	System Partition	Data Partition	Cores
Pack 1	16 GB	50 GB	500 GB	8
Pack 2	20 GB	50 GB	500 GB	12
Pack 3	22 GB	50 GB	500 GB	16

Aderant Total Office

	additional RAM on RDS servers	
1 - 35 Users	8 GB	
36 - 70 Users	16 GB	total - to be split per RDS Server
71 - 100 Users	24 GB	total - to be split per RDS Server

Aderant Total Office Database Serve	RAM	System Partition	
SQL Server	4 GB	20 GB	additional resources to existing entitlement server
AOT Server	16 GB	60 GB	additional server, above base entitlement

*Resources may be redistributed to client's servers as necessary.

Resource Upgrades

Item	Monthly Price
+ 1 GB RAM	$40
+ 100 GB Data Partition	$55
+ 1 Site-to-Site VPN Tunnel	$35
+ 1 Service Account	$45

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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.

Bandwidth

Bandwidth costs money. Fortunately RDP (remote desktop) consumes very little bandwidth. We allocate 15 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 overage rate of $5 per GB.

Processor Cores

Servers are allocated CPU cores up to a maximum of 6 cores, as necessary for optimal performance at Uptime's sole discretion. If you have a software application that requires a certain number of or additional cores, or if you desire to have a higher number of cores, you must subscribe to a custom configuration pack (namely those outlined for Copitrak). Custom configuration packs are the only way to obtain a guaranteed or specifically requested number of cores.

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