



## Resource Entitlements

Practice Go  
Generation 11

RDS Server(s)			Database Server	Data
Users in Plan	Virtual Servers (Instances)	RAM (Memory)	RAM (Memory)	Total Storage Pool (System + Database + General storage)
Base Plan - 3 Users	1 Server	6 GB	6 GB	200 GB
4 - 30 Users	1 Server	+ .5 RAM per User	6 GB	200 GB
31 Users	2 Servers	30 GB (tot)	7 GB	250 GB
32 - 70 Users	2 Servers	+ .5 RAM per User	7 GB	250 GB
71 Users	3 Servers	55 GB (tot)	10 GB	300 GB
72 -100 Users	3 Servers	+ .5 RAM per User	10 GB	300 GB
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

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

### Resource Upgrades

Item	Monthly Price	Entitlement
+ 1 GB RAM	\$40	
+ 1 Site-to-Site VPN Tunnel	\$35	
+ 1 Service Account	\$45	
+ ProLaw Performance Pack	\$295	Addtl server (IIS) with 6GB RAM & 60GB Data. Addtl 10GB RDS RAM. ProLaw Performance Pack + Licensing for external users
+ Juris Performance Pack	\$295	
+ ProLaw Workspace Pack	\$695	

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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.

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