



CloudDesktop FAQ





Meet CloudDesktop

With CloudDesktop, you can access your apps on any device globally. RapidScale's CloudDesktop (DaaS) solution allows organizations to move all of their applications and desktop to the cloud. You're then able to access your virtual desktop environment through an Internet connection from any device, anywhere in the world!

CloudDesktop Options

You can choose to build your CloudDesktop solution based on three compute packages: Premium, Business or Basic. Customers can also pick their operating system, included applications, implementation preferences, and whether or not they want the solution to include full RapidScale management.

Frequently Asked Questions

What is the difference between CloudDesktop and my regular desktop?

There are many differentiators including mobility, advanced security, redundancy, manageability, and more. RapidScale's CloudDesktop solution is built to deliver a robust and flexible private virtual desktop environment for your users to maximize mobilized productivity within a secure environment. CloudDesktop provides a full desktop solution by delivering applications specific to any business requirement. It replaces a client's physical IT infrastructure by moving applications and data to the cloud. This eliminates the need for your IT team to maintain and support the physical hardware. CloudDesktop is fully scalable and creates a virtual company workspace, allowing users to remain connected to their data and each other at all times. The desktop environment is accessible for users in any location, on any Internet-compatible device. Your employees will be working in an enterprise-grade environment that is controlled and monitored 24x7x365. Additionally, all your data will be backed up in the cloud securely. With our CloudDesktop, you will have a solution that supports collaboration and mobile workforces from any device, with any app, anywhere.

What is BYOD and how does it relate to CloudDesktop?

BYOD stands for Bring Your Own Device. It's a growing trend in which organizations allow their employees to use personal devices for work purposes. CloudDesktop supports this trend as it enables users to use essentially any computing device to access their business data – this includes items like laptops, tablets and smartphones. CloudDesktop is perfect for companies wanting to embrace BYOD because it helps increase productivity and innovation while keeping costs low and security high.

What's the difference between a dedicated and multi-tenant CloudDesktop solution?

You have the option to run in a dedicated or multi-tenant environment. If your industry requires a private environment to run your desktop or your applications are unique to your business, a private environment would be the best fit for you. RapidScale's CloudIntelligence team can design a private virtual desktop for your organization comprised of all your business applications. Your organization is in control of your private desktop and will be given permission to make changes to fit your needs. All your data is in a secure data center and can be accessed from any device with your authentication.

Our multi-tenant CloudDesktop environment is perfect for SMB customers. Organizations will be in a multi-tenanted, locked down environment which will be designed for business needs. This environment includes typical business applications in a virtualized environment. Your desktop can be accessed through the Citrix Receiver on any device. Your information is stored safely and is always encrypted.

How do my business applications factor into CloudDesktop?

RapidScale can integrate your existing applications into your CloudDesktop solution, supporting them within the cloud. We are able to implement and support 97% of applications in the cloud. If you are looking for a new set of apps for your business, we can help either find or design the perfect ones for you. The virtual desktop environment will be comprised of all the applications you need. Citrix Receiver is an easy-to-install client software that will allow you to access these business applications, as well as your documents, from anywhere, on any device. This allows for the amazing flexibility of the CloudDesktop solution.

What is the ideal business size for CloudDesktop?

100+ users – CloudDesktop can accommodate unlimited users with multiple locations.

“You don’t need to invest in the most powerful computers to use the virtual desktop successfully. Use any device , anywhere, to connect to your virtual workspace.”



Who is a good fit for CloudDesktop?

CloudDesktop is especially beneficial for companies that are dealing with device refresh, want to move to a BYOD model, have remote employees or employees that travel frequently, need the ability to add or remove users quickly, or have limited IT resources.

Can I run CloudDesktop on any device?

Yes. All devices that can connect to the Internet are able to run CloudDesktop. This includes thin and zero clients, smartphones, laptops, desktops, tablets, and more. Users can access all their files and packaged applications on their virtual desktop.

Does CloudDesktop come with storage?

Yes. Each user gets 50GB of storage for all three of the CloudDesktop compute packages.

How is my data protected?

Our enterprise security team and software will protect your business from viruses, malware, and rogue employees at an infrastructure level. Desktop as a Service is the most secure business computer solution for businesses of all sizes. We manage your Desktop as a Service as much as you want or as little as you want with 24x7x365 support at your fingertips. Our CloudPortal Services Manager allows IT teams to manage their end users’ CloudDesktops in a private Cloud environment. RapidScale’s infrastructure is secured through SSL encryption at 2048-bit. Our software applications are streamed and hosted using 256-bit AES encryption.

How does CloudDesktop save money?

Quite simply, the time and money that go into traditional IT operations can be eliminated. With CloudDesktop, you move from a capital expenditure model to an operating expenditure one. This means that rather than trying to predict what resources your business will need in the future, you simply get exactly what you need, when you need it.

Additionally, you save on infrastructure as you use computing resources that are remotely hosted. You don't need to invest in the most powerful computers to use the virtual desktop successfully. All the device needs to connect to this workspace is efficient Internet access, allowing you to save on your computing equipment. You will also save on installation, storage, maintenance, licensing, extra manpower and upgrades, as we also take on these responsibilities and costs.

Is the service managed or unmanaged?

Your business information is stored in infrastructure managed and operated by RapidScale, if you opt for fully managed CloudDesktop. You receive the resources via the Internet. While you don't manage the physical infrastructure yourself, you can manage the service through our Web-based CloudPortal Services Manager to manage end users, add or remove users, etc.

What's included if I opt for managed CloudDesktop?

The managed solution includes the following: advanced management of the infrastructure environment, a dedicated Solutions Engineer, a dedicated Product Manager, 24x7 end user device monitoring, 24x7x365 virtual desktop support, automatic system updates, a 100% Service Level Agreement, design, testing and implementation of applications, end user troubleshooting, system patching, and end user management and administration. This is all in addition to the base CloudDesktop features.

About RapidScale

RapidScale, a managed cloud services provider, delivers world-class, secure, and reliable cloud computing solutions to companies of all sizes across the globe. Its state-of-the-art managed CloudDesktop platform and market-leading cloud solutions are the reasons why RapidScale is the provider of choice for leading MSOs, VARs, MSPs, Carriers and Master Agents throughout the United States. RapidScale is not only delivering a service but also innovating advanced solutions and applications for the cloud computing space. RapidScale's innovative solutions include CloudServer, CloudDesktop, CloudOffice, CloudMail, CloudRecovery, CloudApps, and more.

Packet Fusion

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Connecting the Dots to the Cloud