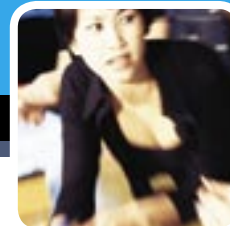


Product overview

Secure Virtual Office



Secure Virtual Office will support any software package that will run under Windows operating system. The primary product on offer is MS Office Standard Edition (products included in Standard Edition: Word, Excel, PowerPoint and Outlook). Prices vary according to the supporting services selected.

Prices are for a monthly subscription and exclude VAT which will be applied at the standard rate. There is also a set-up fee which is equal to one month's subscription. Prospective users can register on line and payment is made by direct debit. As soon as contact and bank details have been registered your application will be processed. There is no limit to the number of users that can be registered at each application. Minimum contract period is six months but there is a 30 day no quibble money back guarantee. For further details about our no quibble guarantee please contact us.

Please allow 4 working days for the application to be processed. You will be sent an e-mail confirming receipt of your application. Each registered user will receive a letter confirming user ID and PIN. On first registration the user will be asked to enter and confirm a password. The system will prompt users to change their password every 90 days

Applicants will be able to start using the software 4 working days after submitting their application. The first month's subscription will only charge for the number of days remaining after the software has been made available. Thereafter, the subscription will be debited on the first of the month or on the next working day if the first of the month should fall on a weekend or a bank holiday.

Users who want to leave the service must give 90 days written notice of their wish to terminate their agreement. However, users may be substituted or replaced at any time. This means that employers do not need to pay for unused access if an employee leaves and is replaced. This substitution can be requested on line and will be actioned within 4 working days. Additional services or upgrades can be applied for at any time and will come into immediate effect.

Secure Finance Director will support most of the accounting packages commonly in use by small and medium size companies. If there is one you want to use and it is not on our list then contact us. Prices for Accounting packages are the manufacturers recommended list price. Normally, introductions to the Secure Finance Director services will come through your accountant or bookkeeper. If you do not have an accountant or bookkeeper or want to make a change then contact us and we will send you a list of accountants in your area.

If your accounting software is still supported by its manufacturer and your accountant and will run under Windows then you can upload your software and data files to run on your dedicated space on our server.

If you have any other software that you are sure will run on the Windows operating system then contact us and we will give you a price to host it on our server and run it in the same safe environment as your MS Office applications and accounting software.



Additional FAQ

What happens if a user logs in more than once? A user cannot simultaneously login to multiple sessions on the same machine. When the user is logged in they are able to open as many sessions as they wish of the applications that they are registered to use. The login process only takes a few seconds and so the normal procedure would be to logout from the first computer before moving to and logging in from a new machine.

If a user really does require to have two computers running at once then the system will accept multiple logins from the same user, but each login is counted as a discrete user and minimum subscription fee is one month. Remember, that in this business solution the server is processing the application and it will process as many applications as you require.

Why do I have to wait 4 working days before a replacement user becomes active? The new user has to be issued with a new user ID and PIN. For security reasons this is always done through the postal service to reduce online masquerade or identity theft.

I have just bought the latest release of MS Office. Can I have it installed on your server? No, the MS Office software that runs on our servers is a special version designed for hosted applications and remote access by users. We would be in breach of our licensing agreement if we were to run the two different types of application on the one server.

