

## Cloud Solution for SunSystems, Proactis and Cognos

LAKE Cloud is a managed service where we take care of all the hardware, software and database management activities associated with your LAKE solutions.

LAKE Cloud is designed for new customers who are looking for the speed, simplicity and transparency of a cloud solution, or for existing LAKE customers who want to move their systems onto the cloud, perhaps as part of an upgrade project.

With LAKE Cloud, we look after your systems and deliver them securely to you and your users, leaving you free to focus your energies on running your business.

### Peace of Mind

#### Improved Performance

Experience improved performance with built-for-purpose infrastructure that is managed and monitored round the clock.

- All servers sized and monitored for your number of users and level of activity
- Ongoing database administration to ensure performance, integrity and security of SQL Servers

#### Simple, Predictable Costs

Simplify IT budgeting with transparent and predictable quarterly payments that include:

- Provision of servers
- All licences for Microsoft products
- Operating system monitoring and management
- SQL Server monitoring and management
- Anti virus software and updates

#### Increased Resilience

Relax, knowing that your data and systems are safe in the LAKE Cloud and that there is a recovery plan to



fall back on in the event of a disaster.

- Bi-monthly operating system, SQL Server and other platform patching
- Bi-monthly patching of all LAKE applications
- Nightly backups to secondary data centre
- Agreed disaster recover plan
- Testing of the data recovery plan

#### Enhanced Support

24/7 platform support to keep you working round the clock.

#### Tighter Security

Safeguard your business information.

- Secure, Tier 3 UK data centres
- Regular vulnerability scanning and corrective action
- Independently audited and certified to meet ISO standards 27001 and 9001

## Application Software

LAKE Cloud is available for the following and all future versions of LAKE software:

- Infor SunSystems 6.2
- Infor SunSystems 4.4
- Infor Q&A 10.1.8
- Proactis 2014
- Cognos Express 10.2.2

## Options

### Application Upgrades

LAKE Support entitles you to take advantage of new versions without additional software cost.

Upgrades to your LAKE Cloud solutions are optional and can be scheduled at a time to suit you. We will review new releases for business benefits with you and help you decide when to move forward.

Upgrades normally require a small investment in LAKE services. Typically, these include technical assistance, application training, software configuration and project management.

### Sandbox Environments

Sandboxes minimise disruption to your production environment and risk to your business. They can be helpful as part of an upgrade project and for user acceptance testing of configuration changes.

Sandbox environments can be made available for 1,2,3 or more months. Please contact your LAKE account manager for a quotation.

## Connecting to LAKE Cloud



As long as you have an internet connection, LAKE Cloud is accessible from any of the following devices:

Device/OS	Compatible Options
iPhone	Safari Citrix receiver 4.0 Wyse Pocket Cloud Pro for iPhone
iPad	Safari Citrix receiver 4.0
Windows	Internet Explorer 9.0, 10.0, 11.0 Firefox 5.01 Chrome Citrix Receiver 13.0.0
Mac	Safari 5.1 Citrix Client 11.1
Thin Clients	Wyse S10 Wyse T10 Wyse V10LE