- When I save documents, where are they saved?
  - Documents are saved and secure on your network, on ICC's network storage, or locally on the desktop. The location of the data storage is our Client's option and may be determined on a per Client, per location, or per user basis. A user's files or "My Documents" are directed to this storage via simple network drive mapping. Files are always safe and securely stored on your network or in our hosting center and cannot be opened by ICC administrators. Groups of users may also share files in workgroups or departmental shared directories.
- Is remote access secure?
  - Yes, remote access is secure and simply accessed through browser over the Internet or through a RDP connection. Browser access is through an encrypted web page using SSL, the same encryption and access commonly used for Internet banking transactions. RDP sessions are encrypted and cannot be affected by anything running on the guest PC. Data and the user's desktop are not saved or cached on the guest PC and all user data is securely stored on the Client's network or on ICC's network storage.
- Can I use all of my Office and other applications?
  - Access to desktop applications such as Microsoft Office, custom applications, and network resources such as printers are determined by the Client and are part of the desktop image used by users groups.
- Who will update Windows and antivirus?
  - ICC will provide Windows and antivirus patches or these may be provided by the Client depending on the Client's preference. Since updates occur to images and not each individual desktop, patches, upgrades, additions to the desktop images are immediate when the user opens their desktop eliminating costly and complicated patch management and upgrades.
- What hardware do I need?
  - Desktop users may access their virtual desktops from existing PCs, thin clients, remote desktops or kiosks, and approved mobile devices such as an iPad. Access to our virtual desktops requires very little computing power allowing Clients to expend the lifecycle of existing hardware and select thin clients for replacements saving both hardware and energy costs.
- Can we control user access to applications and files?
  - Access to a hosted virtual desktop is controlled by the Client's Active Directory along with access to any internal applications just as if the user were on-site and connected to the LAN.