

## APC Sales Certification

- Basic overview of what cloud is, why end users are going with cloud in general, differences between public and private
- Understanding of virtualized infrastructure, remote desktop and how this allows users to scale gracefully
  - Modifications to infrastructure/configurations can be done remotely in a more controlled fashion
  - Subscribers no longer need to upgrade, swap or configure physical hardware as their activity increases
  - Remote accessibility is a core feature and Abacus provides reliable support for remotely accessing business centric data on a variety of devices
- Why is this business looking for a cloud solution?
  - Uncover pains
    - Application related issues
    - Lack of remote accessibility
    - Security related exploitation
    - Hardware failure
    - Business continuity cost/viability
    - IT costs and the value of those costs
    - Effectiveness of IT support staff
    - Centralized collaborative workflow ability
  - Explain potential benefits of APC for subscribers in response to specific pain points
    - Applications are rebuilt/maintained by seasoned IT professionals
    - APC is designed around remote access from around the world
    - Centralized Sophos security system protects from multiple angles
    - Collaborative nature of environment creates real time data continuity
    - Full time support and monitoring
    - Maximum uptime of applications, data and workflows
    - Regular swapping/upgrading of hardware via regular subscription
- Process of engaging a prospect in need of cloud services
  - Quantify client needs and align game plan to progress through sales cycle
    - Understand applications in use and existing infrastructure
    - Gather pain points and existing/potential issues
    - Engage Sales Engineering for structuring assistance
    - Isolate any problematic/unsupported apps or workflows
    - Work with SE and implementation to mitigate foreseen problems
    - Structure quote, review with SE
  - Present solution to prospect
    - Present quote, gather any additional questions prospects have
    - Refer back to SE with any questions
- Things to know
  - How to open Remote Desktop Connection utility

- Interface of RDP, what are the important options on different tabs
  - General: Where server address and username goes, ability to save RDP configs
  - Display: Change Remote Desktop window size and colors, configure more than 1 screen for use with Remote Desktop
  - Local Resources: Bring printers, copy/paste function, disks, etc from the network you're currently on into APC.
- How to configure RDP
- How to reset demo account password
- How to set up OneDrive and Outlook on mobile device
- Demonstrate logging into APC, opening file explorer and explaining C vs. X drive
- Demonstrate logging out vs. ending an RDP session
- Users can function check their backups and recover their own data if needed