DIGITA VIRTUAL OFFICE

DESKTOP TO DVO COMPARISON

CONTENTS

INTRODUCTION

This document covers the basic differences between running the Digita Suite applications on your own computer infrastructure and operating the Suite within the Digita Virtual Office.

The guide covers the differences from the point of view of the user.

HOW IT WORKS

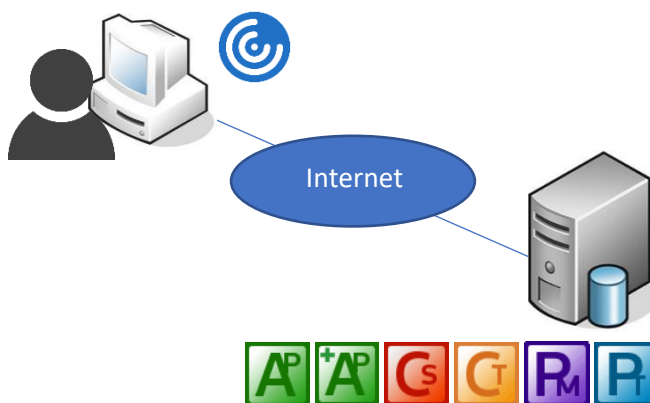## On Premise Desktop / Server Infrastructure.

A workstation with the applications on the desktop, launching on the desktop

Note: This could be a standalone or a client node installation

Digita Virtual Office

A workstation with Citrix Receiver/Workspace installed.

Internet

Applications launch on Thomson Reuters Servers

OFFICE LIVING

Work is restricted to the office unless using remote access tools. VPN is not supported.

Requires reasonable workstation and server specifications. See our Recommendations Guide our more information.

Runs on Windows only, within its supported life cycle.

SQL Server Express has its limitations, and customers may require SQL Server Standard.

Do you have any third-party systems that integrate with the Digita databases, like the office phone system or CRM system?

Work from anywhere, all you need is Citrix and the internet.

If Citrix installs, DVO will work.

Citrix can be installed on many different types of devices, Android, Linux, MacOS (however the Tech Support team can only assist with Windows). The operating system must be within the vendors supported life cycle.

SQL Server Standard (Enterprise) as standard.

No third-party integration is possible.

SOFTWARE UPDATES

Digita Suite is installed and maintained on customer computers by the customer.

The customer will need to upgrade the software after each release.

Have you ever experienced downtime due to an upgrade during office hours, or an upgrade problem?

Digita Suite is maintained on Thomson Reuters servers by Thomson Reuters.

Thomson Reuters perform the upgrades as required.

Upgrades are performed out of core business hours, with minimal impact, and by Digita specialists.

BACKUPS

Backups are the responsibility of the customer.	Backups are managed by Thomson Reuters.
Database and document backups are sometimes forgotten unless automated.	Database backups are performed nightly, document backups are created 3 times per day.
How often do you check your backups are running?	Backups are monitored with success confirmation

COMPANY DOCUMENTS

Stored on local storage media, a server for example.	Stored in a predefined folder on DVO, either in a secure folder or shared firm wide.
Storage capacity is up to the customer.	Limited storage available for documents, ask your Account Manager for more information.
Documents can be opened through Windows File Explorer or from within the MS Office application itself.	Documents can only be opened from within the MS Office application itself, for example within Excel (File > Open).
File management can be performed using Windows File Explorer.	Windows File Explorer not available for security reasons, however basic file management can be performed using the application open dialogs as a workaround.
Third-party Cloud Storage options available (Dropbox, OneDrive etc).	Third-party cloud storage not available, unless files saved back to the customers computer.
Do you have a large client file folder which DPM and DPT reference directly for each client?	Client folder paths are invalid after moving to DVO, therefore they are reset. It is recommended starting fresh for each client folder going forward.
	Documents can be easily be copied between the computer and DVO. However, it's recommended to store documents in DVO.

OFFICE 365

Office 365 (32-Bit) compatible	Limited Office 365 (32-Bit) compatibility
Outlook, Word, Excel, PowerPoint, Publisher, Teams, OneNote, Access, OneDrive, Exchange, SharePoint.	Outlook, Word, Excel, PowerPoint, Publisher.
Plus more.	A locally installed version can still be used.

ONGOING OPTIMISATIONS

Does your IT Support perform continual database maintenance and optimisations to improve database efficiency?	Database maintenance and optimisations are performed on a nightly basis.
Fixed hardware resources do not allow for on-the-spot upgrades as the business grows.	As customer load on the servers increase, additional servers are assigned to maintain availability and stability.
Server monitoring is managed by the customer	24/7 monitoring of the DVO infrastructure to ensure issues are identified and addressed quickly.

SALES telephone: 03450 180 908 email: digita.sales@thomsonreuters.com
SUPPORT telephone: 03450 180 909 email: emea.support@thomsonreuters.com
GENERAL telephone: 03450 180 907 visit: tax.thomsonreuters.co.uk

the answer company™
THOMSON REUTERS®