

# Frequently Asked Questions: Redbrick's cloud based legal case management system



## **What are the main benefits to using Redbrick Cloud?**

With Redbrick's cloud software solution, you can access the platform conveniently through your web browser rather than your desktop. This option has become a popular choice among law firms, thanks to its innovative design and robust cloud security features. Designed to meet the needs of progressive law firms, it provides a reliable and innovative way to manage cases, streamline workflows, and stay ahead of the competition.

## **How secure is Redbrick Cloud?**

Our UK-based data centres employ the highest levels of security, such as multi-factor authentication (MFA), meeting ISO27001 standards and Cyber Essentials compliance.

## **Will I be able to access Redbrick's software anywhere?**

Yes, you will be able to access Redbrick anywhere, anytime, via a web browser or the recommended Windows App (which can be downloaded for free on the Microsoft store).

## **How quickly can my firm go-live from the agreement date?**

As Redbrick is fully customisable and built to a client's individual specifications, our go-live dates can fluctuate depending on the depth of build required. During your welcome call you will be advised of your timescale. Once built, our software can be deployed within hours remotely, with full training provided by your appointed Business Consultant.

## **Is there a minimum number of licences?**

Yes, there is a minimum number of licences for Redbrick Cloud. We are able to offer a minimum of four (4).

## **Will a Microsoft Office license be included?**

You will be required to have your own Microsoft License that is shared machine compatible. We recommend Business Pro, E3 or E5.

## **Will we be able to install and run other applications?**

Yes, you will have the ability to install and run other applications onto the cloud environment. All applications must be legal, licenced, documented and able to run on Microsoft OS. Please contact us to discuss your additional applications requirements\*.

*\*Additional applications to your Redbrick cloud may impact pricing*

**What are the processes for out of hours access? Are there additional costs involved?**

The platform is available 24/7, but fair usage policies apply out of standard working hours. If you think this applies to you, please contact us to discuss your specific usage requirements.

**What is your service level agreement?**

Our Service Level Agreement (SLA) can be found in Redbrick Solutions Terms and Conditions, please contact us for a copy.

**Who is responsible for the maintenance of the cloud environment?**

The cloud environment is fully managed for you. Maintenance of your own office IT systems (hardware and additional software) will still be required.

**Where is our data stored?**

Your data will be securely stored on servers in our UK based data centres.

**What storage limits are there?**

Storage limits per user desktop are 20GB.

There is no fixed storage limit for the CL8 folder, documents and database. However, a fair usage policy applies to ensure performance and availability for all users. Please contact us for a copy.

**What happens to our data?**

Your data will be stored in industry standard platforms such as Microsoft SQL servers. Due to shared client data on our servers we are unable to provide unlimited access to third-parties.

**What is your disaster recovery and contingency?**

All Redbrick Cloud data will automatically failover (switch to a backup system), please note session hosts will not automatically failover and will require manual transfer by our team.

**Can you limit accessing Redbrick Cloud to specific machines?**

Yes, we can limit access to specific machines in your firm for you.

**Would we be able to use a dual monitor set-up?**

Yes, our cloud software is compatible for use with dual monitor set ups.

**Will it work with my current printer set-up?**

In most cases, yes. We have tested various printer set-ups for compatibility with our cloud software. However, due to the vast variety of print options available, it is recommended to test your specific set up first.

*Please note, print redirection is best supported via the Windows App and not in the browser.*