# Partner Training Materials & FAQ

Welcome! We are thrilled to have you as a partner, and we look forward to a fruitful business relationship. This Training Material will provide you with all the necessary information and resources to ensure your success as a redistributor of our innovative Lola Cloud PC solution. Understanding the technology and its benefits will help you communicate its value to prospective customers.

## I. Understanding the Technology behind LoLa

**Cloud PC**
A Cloud PC is a virtual desktop in the cloud, accessible from anywhere provided you have a stable internet connection. It replaces the need for storing data and software locally on a hard drive. It's more secure, more powerful, and much easier to maintain and upgrade than a traditional PC. Our Cloud PCs can also be accessed on any Windows, Mac OS or Android device.

**LoLa VDI solution**
LoLa (Low Latency) Cloud PCs is a Virtual Desktop Infrastructure (VDI) solution that allows users to access their Cloud PCs with ease. We handle all the IT setup, management, and updates, providing a scalable subscription-based business solution at a much lower price point than traditional hardware.

## II. Benefits of Our Solutions

- **Affordability -** The total cost of our Cloud PCs is generally lower than equivalent physical PCs, offering a more intelligent long-term investment.

- **Flexibility -** With our Cloud PCs, users can work or play from anywhere, using any device, at any time.

- **Security -** Our Cloud PCs are stored in highly secure data centers, making them less vulnerable to breaches compared to the traditional hardware.

- **Sustainability -** As our Cloud PCs never become obsolete, they significantly reduce carbon emissions and energy usage. You can also use LoLa to upcycle your old hardware - effectively extending its lifespan.

- **Usability -** Our Cloud PCs can be adapted to any working or gaming requirements and are perfect for both basic office environments and GPU-intensive applications (such as video editing, design work or professional gaming).

## III. MoonShine and PC Hub

**PC Hub**
MoonShine performs best when connected to our PC Hub. The PC Hub efficiently decodes data, reduces the strain on internet bandwidth, and stays up-to-date as it can be remotely updated with the latest improvements in VDI technologies.

**MoonShine**
MoonShine is our ultra-high definition, low-latency streaming protocol. It eradicates the major flaw in cloud computing - high latency when performing GPU-intensive tasks, thus offering a seamless streaming experience.

## IV. Cost of Our Cloud PCs

The cost of our Cloud PCs depends on the desired power of the machine and the chosen SaaS provider. Our most cost-efficient LoLa Cloud PC for businesses is £20.99 a month, with two months free on an annual subscription. It is important to note that an equivalent desktop PC would require a £500 upfront investment and typically need to be replaced or upgraded after 2-3 years.

## V. Getting Started

**Installation and Setup**
Setting up a Cloud PC is straightforward and does not require any IT knowledge. We handle all of the setup, management, and updates, providing users with an efficient, scalable solution. If you are replacing your existing hardware with our PC Hubs, you will find it is a plug-and-play device that requires no setup or configuration. Simply plug your Hub and log-in into your account.

**Support**
We provide 24/7 maintenance and support, ensuring optimal operating conditions.

## VI. Final Thoughts

With the shift towards flexible working, Cloud PCs are becoming more crucial. Our solutions, including the Augment PUI, MoonShine, and LoLa PCs, offer the flexibility, security, affordability, sustainability, and performance users need.

# Frequently Asked Questions

## 1. What is a Cloud PC?

A Cloud PC, also known as a virtual desktop or virtual PC, is a computer that exists in the cloud rather than physically on your desk. Unlike a traditional desktop or laptop, your Cloud PC can be accessed from any device, anytime, anywhere, provided you have a stable internet connection.
***Visit our blog to learn more - What is a Cloud PC?***

## 2. Can I access a Cloud PC from my very old laptop or desktop?

A Cloud PC is a virtual computer that eliminates the need for local data and software storage, and consequently the need for the latest hardware components. It uses a Virtual Desktop Infrastructure (VDI) for this functionality. At THEO Technologies we developed a VDI that allows even older laptops, or mid-range smartphones to run demanding applications by connecting to a cloud PC, as very little processing resources are need. The LoLa Cloud PC system allows easy access to your files from any device. Despite the slight differences in the login page, the user interface mimics a standard Windows PC for a seamless experience.

## 3. How does a Cloud PC work?

Cloud PCs function similarly to your local desktop computers, but the components, including GPUs and hard drives, are stored and maintained in a large server room. Your local device becomes a window that lets you see and interact with the virtual desktop hosted in the cloud. All the processing, storage, and computations happen on the remote servers, while your device acts as a remote control, sending commands and receiving the output.
***Visit our blog to learn more - What is a Cloud PC?***

## 4. What are the benefits of outsourcing IT via Cloud PCs and VDI?

Cloud computing companies can offer lower unit costs due to the scale of their operations. Cloud PCs also provide more stability and reduce electricity costs. Our LoLa PCs system offers additional benefits such as automatic multiple backups, 24/7 support, and plug-and-play deployment.
***Visit our blog to learn more - What is LoLa?***

## 5. How much does a Cloud PC cost?

Like any PC, the higher the specifications, the more expensive the PC. This means that the price is relative to what you need it for. To learn more about our PC prices, click on the following link and pick the option that applies to you - https://www.lola-pc.com/shop.
***Visit our blog to learn more - Affordability and Sustainability of LoLa Cloud PCs***

## 6. Why should I migrate my IT infrastructure to cloud computing?

Cloud-based computing, facilitated by LoLa Cloud PC, simplifies office systems, reduces capital costs, and supports hybrid working. With all elements networked, management, security, and updates become centralised and straightforward. It allows access to your PC, files, and applications from anywhere, providing flexibility in meeting peak demand times without additional IT equipment. Other benefits include reduced total cost of ownership, maintenance-free operation, scalability, and improved data recovery.

## 7. Will I need to hire more I.T. staff if I migrate to cloud-based computing?

No, our LoLa PCs solution is designed to be managed by a single administrator with minimal training. Our services include managing all servers and data centres. Our system's quick installation, deployment, and remote management make it straightforward to implement across the entire organisation.

## 8. Why should I choose LoLa Cloud PCs?

LoLa offers exceptional ease of use, 24/7 support, superior video stream performance, and a system that minimises up-front IT infrastructure setup costs. You pay for what you use, with no hidden or additional maintenance costs. It is also rapidly adjustable to growing or fluctuating demands (burst computing), with on-demand storage and usage.
***Visit our blogs to learn more - https://www.lola-pc.com/blog***

## 9. Is cloud-based computing secure?

Cloud computing is secure for several reasons. Firstly, with Cloud PCs, all data is stored remotely in data centres. This means that loss, theft, or damage of the local device does not result in data loss. Furthermore, since data centres are highly regulated, their cyber and physical security is always up to date, constantly monitored, and regularly tested.

Each virtual machine, an emulation of a computer system, is fully isolated, which prevents security threats from spreading. Regardless, no system is entirely immune to security flaws

since there is no way to fully prevent human errors. Consequently, public and unsecured networks should also be avoided to maintain system security. It is worth noting that antivirus software still should to be downloaded onto your Cloud PC and maintained to safeguard against harmful websites and downloads.

## 10. How do I access a Cloud PC?

Access to the LoLa Cloud PC system varies based on the type of device you are accessing it from as well as personal preference.

Laptops & Desktops - to access our system on these devices, you must visit our downloads page and download either the Windows, Mac or Linux applications, depending on what device you are using. Once downloaded, you can access our system directly through the app.

Android & iOS - to access our systems on smartphones and tablets, you must visit your respective app store (Google Play Store/App Store), and download our LoLa Cloud PCs application. Once downloaded, you will be able to access our system.

PC Hub - with the PC Hub, all you need to do is turn the device on and connect it to the internet via either ethernet (recommened) or WiFi.

## 11. What is a Virtual Machine, and what are the benefits?

A Virtual Machine (VM) is like a simulated computer system operating on hardware in a data centre. This virtualisation allows the same hardware resources to be shared among multiple users. VMs are flexible, easily adjusted, and can be accessed by different devices. At Theo Technologies, we use the PUI hub, a Raspberry Pi-based thin client, as our base endpoint device.
***Visit our blog to learn more - What is a Cloud PC?***

## 12. What is a Thin Client?

A Thin Client is a basic computer designed to establish a remote connection with a data centre where hardware resources of a Virtual Desktop Infrastructure (VDI) are stored. It interfaces between your peripheral devices (keyboard, mouse, printer etc) and your Cloud PC. Thin clients are silent, energy-efficient, maintenance-free, and have a longer lifespan than standard computers. This, in turn, leads to a smaller environmental footprint. Data is not stored locally, eliminating the risk of data theft. A Thin Client developed by Theo Technologies, PC Hub, can be purchased on our website as a complete desktop replacement solution.
***Visit our blog to learn more - How to Reduce Your Carbon Footprint with Cloud Technology***

## 13. What is VDI?

VDI stands for Virtual Desktop Infrastructure, a technology where your computer is hosted on a server in a remote location. This means that the operating system is not tied closely to the hardware components, increasing security, making backups easier and allowing easy relocation or removal of the desktop instance. Hypervisor software enables multiple virtual environments (VMs) to share the same hardware resources.
***Visit our blog to learn more - How to Reduce Your Carbon Footprint with Cloud Technology***

## 14. Are Cloud PCs eco-friendly?

Yes, Cloud PCs are eco-friendly. In short, the centralised computing environment optimises resources, saving time and energy. Thin clients like the PUI Hub have a longer lifespan and lower environmental impact than traditional PCs. Centralised resources are used more optimally, and a PUI hub reduces electrical consumption significantly compared to a standard PC.
***Visit our website to learn more - https://www.lola-pc.com/sustainability***

## 15. What do I need to run a Cloud PC?

At Theo Technologies, we provide a simple plug-and-play device and our PUI App to help you migrate to the Cloud and run Cloud PCs without hassle. This includes maintaining the data centres (cloud computers) and the Thin clients (access points). No upfront investment is necessary.
*See also question **10 - How do I access a Cloud PC?***

## 16. Where is my Cloud PC?

Your Cloud PC consists of hardware similar to a standard computer but is located in a remote data centre and connected via the internet. Our data centres are currently in the Netherlands, near Amsterdam. In order to find out where your Cloud PC is located exactly type “where am I” into your Cloud PC’s search engine. This will show you the exact location of the data centre in which your Cloud PC is stored.

## 17. How often do I need to update my Cloud PC?

To maintain structural integrity and system performance, your Cloud PC is programmed to update automatically; however, you can disable this feature in settings. We will notify you of any updates that will affect normal operation of the LoLa PCs system. Disclaimer: turning off the auto-update feature may result in various performance-related issues.

## 18. How do Cloud PCs compare to gaming PCs and consoles?

Our high-end VMs are equivalent to high-end gaming PCs and include dedicated graphics cards. Unlike traditional PCs or consoles, Cloud PCs are always up-to-date with the latest technological advancements. If you purchased a Standard LoLa PC and need more computing power, simply upgrade your Cloud PC in the LoLa Web App management platform.
***Visit our blog to learn more - What is MoonShine?***

## 19. Can Cloud PCs run GPU-intensive applications?

Yes, Cloud PCs can run GPU-intensive applications. To browse our high-end Cloud PCs, visit https://www.lola-pc.com/gpu-shop.

## 20. Can Cloud PCs be used for video & audio editing?

Yes, Cloud PCs can be used for video & audio editing. To browse our video & audio editing Cloud PCs, visit https://www.lola-pc.com/gpu-shop.

## 21. Can I access my Cloud PC from a MacBook?

Our PUI app is optimised for Mac usage, allowing native Windows applications and gaming to run smoothly from a Mac computer.
*See also question **10 - How do I access a Cloud PC?***

## 22. Can I access my Cloud PC from Linux?

Our PUI app will soon support Linux PC. Stay tuned for more details!
*See also question **10 - How do I access a Cloud PC?***

## 23. Can I access my Cloud PC from a Windows PC?

Yes, our PUI app is compatible with all Windows PCs.
*See also question **10 - How do I access a Cloud PC?***

## 24. What is the LoLa PC Hub and what are the benefits of using it?

The LoLa PC Hub is a desktop-replacement, plug-and-play device, that enables you to access your LoLa Cloud PC. Centralised hardware resources allow for quick and remote troubleshooting, minimising the risk of user errors. The device doesn't store data locally, eliminating the risk of sensitive data leakage or hacking attacks. It's an eco-friendly alternative to traditional desktop PCs, and its small form factor saves office space and improves portability. Additionally, it has low power consumption (uses only 5 Watts!), is inexpensive, and is more secure than a standard PC. Since no local software is installed, it reduces vulnerability to malware. Moreover, no data is stored on the endpoints, thus preventing potential security breaches following a loss of theft of the device.

***Visit our blog to learn more - How to Reduce Your Carbon Footprint with Cloud Technology***

## 25. What is Moonshine, and why do we need it?

Moonshine is an ultra-low latency streaming protocol developed by Theo Technologies. The default version of the PC User Interface (PUI) hub and software use the industry-standard Remote Desktop Protocol (RDP), initially developed by Microsoft, which doesn't fully utilise the power of modern hardware and can result in high latency and poor performance. Moonshine, however, leverages Direct Hardware Encoding to transmit data between the graphics card and the user's screen, maximising the performance of the cloud PC. Particularly beneficial for gaming and video editing, Moonshine uses High-Efficiency Video Coding (HEVC or H265 encoding format) to generate compact data packets for low-latency streaming. This cutting-edge video compression standard allows better data compression without quality loss. The Raspberry Pi inside the PUI hub accelerates decoding data packets on the client's side. MoonShine enables our Cloud PCs to run new video games on maximum settings, edit video & audio, watch movies in 4K+ and much more.

***Visit our blog to learn more - What is MoonShine?***

## 26. What are the performance features of Moonshine?

Moonshine is a robust streaming protocol that can handle high resolution (up to 8k) at high frame rates (up to 165 fps). Even at slow internet speeds (30mbps), the latency doesn't exceed 40ms. An impressive feature of Moonshine is its ability to maintain consistent frame rates regardless of the load on the Virtual Machine, as the internet speed primarily determines the frame rate. Moonshine is supported on most laptops, smartphones, and desktop PCs.

***Visit our blog to learn more - What is MoonShine?***

## 27. What are LoLa Cloud PCs?

LoLa is a combination of two services: Desktop as a Service (DaaS) for cloud PC hosting and management, known as Virtual Desktop Infrastructure (VDI), and a low-cost, energy-efficient PC Hub that allows access to virtual machines (VMs) from anywhere. It provides a user-friendly approach to cloud computing for enterprises, offering flexibility for employees to access their files and programs from any PC or mobile device. The DaaS management platform allows for the easy creation and allocation of VMs to employees, with multiple VM templates for different needs. LoLa subscriptions enable organisations to pay only for what they use.
***Visit our blog to learn more - What is LoLa?***

If you have any other questions about the system or features under development please get in touch, we are always happy to help!

Tel: **+44 (0) 7599 492 323**
Email: **info@theo-tech.co.uk**
Address: **Taylor Holme Industrial Estate, Atherton Way, Bacup, OL13 0LE**