

REMOTE ACCESS OPTIONS

FOR QUICKBOOKS®

By Madeline Bailey

QC Computing LLC

WWW.QCCOMPUTING.COM

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Madeline Bailey is not related to Intuit, Inc. other than by being an Advanced Certified QuickBooks® Professional Advisor.

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Chapter 1: Introduction

"Imagine a world in which every single person on the planet is given free access to the sum of all human knowledge?"

*by Jimmy Wales,
Founder of Encyclopedia*

One advantage of global commerce is enjoying the diversity that life has to offer. Whether you want to get away from an oppressive climate to enjoy good weather somewhere else, or stay put at home, it benefits you to control where you live and work.

Whether you want to hire workers from other locations or allow workers who used to come to the office the opportunity to telecommute, it benefits you to employ the best talent you can find and hold onto them for as long as possible.

Sometimes *you* are the talent, and your remote access need is to work from home and dial into the office computer. Other times you may want to travel and dial into your office computer from on the road.

For these reasons and hundreds more, small business owners are interested in gaining remote access to their QuickBooks company data file.

What You Will Learn

This report will inform you of the four basic choices you have when it comes to remote access for QuickBooks; and steer you in the right direction towards finding the right solution for your business.

Here are your four options:

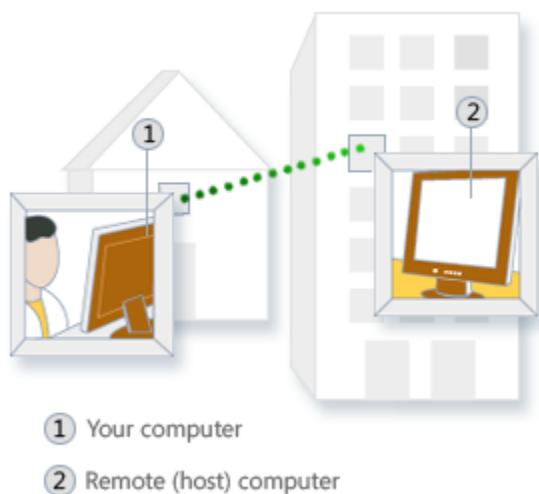
1. Windows Remote Desktop Connection (RDC)
2. Remote Access Software Services
3. QuickBooks Online Version
4. Hosted (Desktop) Solution Providers

Client and Host Computers

Here is some basic terminology you need to know.

The computer trying to access another computer remotely is called the Client Computer. (It's called "Your computer" in the diagram below because this is the computer you are sitting at as you access a remote computer.

The computer being connected to remotely is called the Host Computer.



Multiuser QuickBooks

Multiuser means that two users can be in the same database *at the same time*.

With remote access, two or more people can access the QuickBooks company file *at the same time* because they're logging in from different browsers, but the software will stop at least one of you (and perhaps both) from accessing the QB company file unless you own a multi-user version of the software. With QuickBooks Desktop you do that by purchasing two copies. QuickBooks Online is multi-user software and is covered in its own chapter.

The only way you can use a single copy of QuickBooks for two users remotely is if you log in at different times, with the same user name, just as you would on your computer at the office. The software has no idea how you are accessing it.

Success, not Perfection

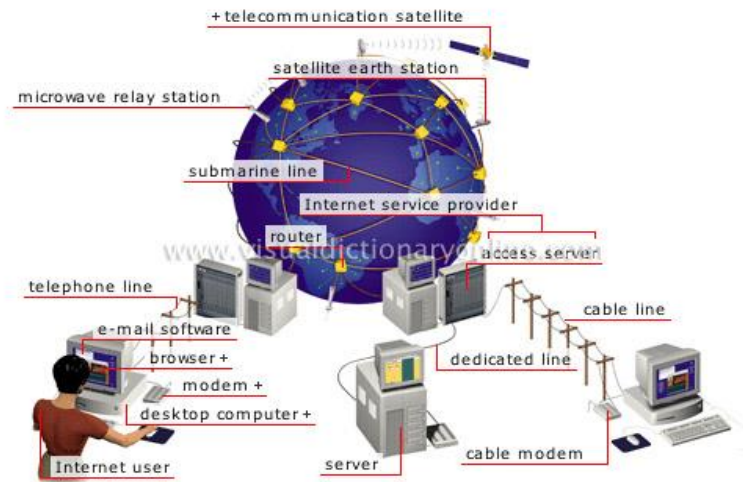
While remote access capabilities feel like a godsend, this is man-made technology—hence not perfect. Remote access technology is all grown up but lacks the real innovations that are to come in the future. Expect problems during implementation, with eventual success.

Having been in technology since the birth of the PC, I'm comfortable with change and not needing something to be perfect in order to be of great value. Remember when laptops were new? Earlier yet, I purchased one of the first portable computers, made by Compaq². The keyboard folded down to reveal the screen—that is how it was designed to be portable. Bulky and heavy, I joked that it was "luggable", not portable. Given how frequently I moved around, it was very useful. I did a photo op on Facebook of generations of computers & printers (and they never delete



anything) but the only social media I still use LinkedIn. If you want to join me there, it's [LinkedIn - Madeline Bailey](#)

Don't you just love technology?



Remote access services change frequently, so internet links are included for you to access the latest information. If you email me your feedback, I will fix problems and/or include your revisions in future versions of this free report, so that others can benefit from your experience. Check back from time to time for updated releases of this report, if that interests you.

May you be blessed with great value in life, and occasional perfection!

Chapter 2: Remote Desktop Connection

"The internet is becoming the town square for the global village of tomorrow."

Bill Gates, Microsoft³

Remote Desktop Connection (RDC) - What is it?

Remote Desktop Connection is a Microsoft Windows® technology that allows you to sit at a computer (the client computer) and connect to a remote computer (the host computer) in a different location.

RDC is a great solution because you'll have access to the whole desktop, so you can run QuickBooks software, open email, access your word processor, modify reports in Excel, print from the host, and stay productive over the internet.

Plus, it's as fast as if you were in front of your computer at work.

Plus, it comes with Windows, so it's free.

RDC - How to Set it Up

You should know that the host computer must have Windows Professional® OS. However, the client computer can be running any edition of Windows or even be a Mac.

To get this working properly, you might want to call your hardware tech. For him/her, it's a relatively simple task.

If you want to learn how to do it yourself, search for "Microsoft Remote Connection" on your favorite search engine, and you will find many articles or videos which will walk you through the process.



Check out YouTube for a video on how to connect your Remote Desktop Connection. Some hosting software (see chapter 5 for what is a host) use RDC to connect. They will get you setup.

You need the IP address of the computer you want to dial into (host), which won't be a problem if it's your computer. You're going to want to password the host computer because you're creating an open connection. Speaking of open, you might need to open Port 3389 on your router, and let the remote access user in through the firewall.

If this is more technology than you want to know, contact your hardware tech. For him or her, setting this up is a relatively simple task.

RDC - Advantages and Disadvantages

If you setup your own RDC for your own private connection, each time you log into the host computer, you're logging in as a new user, so you can't spy on what you were doing before you left home, or share the screen with another person, but you get complete control over the host computer.

While you are connected, the host computer screen will appear to be blank to anyone who's sitting there.⁴ To say it another way, they will not see your activities so they will not know that you're logged in.

If you want to send print-outs to yourself, here's one way to do it. From Quickbooks, select the PDF report format. Attach the report to an email, and put it into the Outlook folder to be sent next time Outlook is activated. If the report

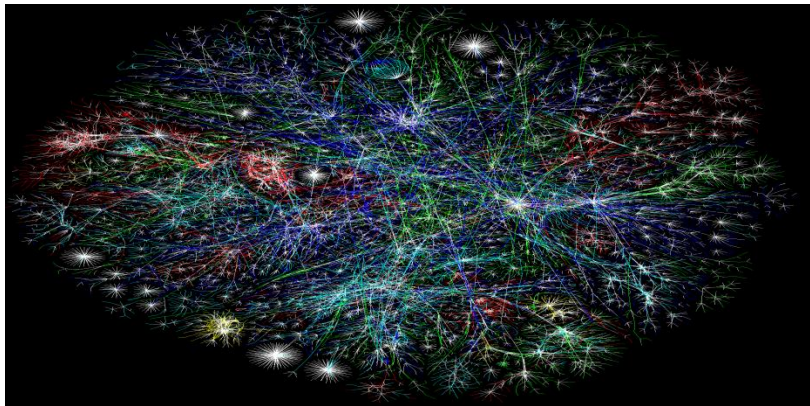
is too big to email, transfer it using an FTP service, such as one of these:

[Transfer Big Files](#)

[You Send It](#)

[DropBox](#)

RDC is wonderful for long distance accounting jobs. It's free. I can take control of the computer when others are out of the office—say on nights and weekends—and work as fast as possible remotely. This is a miracle considering this is what the Internet looks like from one point of view.



1 Internet Galaxy

Chapter 3: Remote Access Services

"The Internet is not just one thing; it's a collection of things - of numerous communications networks that all speak the same digital language."

by Jim Clark, founder of Silicon Graphics, Netscape Communications Corp, myCFO, and Healtheon⁵

Here are a few popular commercial services for remote access. They don't require an open port, and can bypass firewalls, unlike Remote Desktop Connection (RDC).

In my experience, these services are not as fast as RDC, but they are fast enough to not annoy a power user.

Remote Access is sometimes "attended access", which means that someone needs to be there to "let you into" the host computer the first time. Attended access is ideal for remote training, because you and the other person can see the screen at the same time, and trade off using the keyboard and mouse.

My experience with attended access is that once I'm allowed in, as long as the user (my client) has her computer turned on, and hasn't changed anything relative to our link; I can get in again without any additional setup. Of course, my client was there, running her business on another computer, and occasionally glancing over to see me work. This is important, because this report is about working remotely, not doing tech support, or training. You need "unattended" access to work remotely.

Remote Access Services are cloud based services, so they work with a plethora of devices. Basically, if you've got internet access and a browser, you're in.

PC	Mac	iPad	iPhone	Android
√	√	√	√	√



Chrome Remote Access



Recently I used Chrome Remote Access to help a client. But it would also work successfully for you to access your own computer remotely. Here is their blurb: *“Whether you need to access your work computer from home, view a file from your home computer while traveling, or share your screen with friends or colleagues, Chrome Remote Desktop connects you to your devices using the latest web technologies.”*

Here is how it worked, and my experience. Google the following: “Chrome Remote Access” to get the app. Download and install it onto your computer. The client gives you his/her Google/Chrome login and password. If the client has his/her computer turned off, the access will be grayed out. If they have the computer on, you can get in as them, and take over their entire desktop. So only one person

can use the computer at once, either you remotely or them on their computer. You take over the entire desktop. This is an extremely important point because you have access to everything they do, including QuickBooks Desktop software, any files on the hard disk, bookmarks and the password manager that is remembering their passwords. This turned out to be very helpful with this client as he had the worlds most complicated passwords and I couldn't get access to any of his accounts without his password manager. My one objection was that I could not print on my printers remotely. As a work-around, I print reports as a .PDF to the client's hard disk. Then I download them to my computer. Then I print them from there. Then I remember to go back and delete the .PDF from the client's computer.

Overall, it's very nice of Chrome to offer this service at no charge. What do you think?

Join.me



Join.me is a screen sharing service. It's the service I subscribe to for consulting with remote clients who are using QuickBooks Desktop on their computer. Join.me is a spin-off business of LogMeIn.

Screen sharing has two uses—webinars and remote access. Join.me has a free version, where you get to see your entire desktop, and file transfer privileges. I pay about \$120 a year, because I want mouse control for both myself and the client, and because I want it to be as simple as possible for clients to connect.



To learn more about Join.me visit this link:

<https://join.me/>

TeamViewer



Victoria Marechal, QuickBooks Expert, Los Angeles, CA, <http://www.qb-it.net/> brought TeamViewer to my attention in 2013 as a result of this white paper. I've used it since and liked it as well. As long as the client left his computer on, with TeamViewer setup, I could access his QuickBooks anytime I wanted. Here is a tip. When you're installing it, if you say you're using it for personal use, that's the free version. If you say you're using it for business use, there is a fee. They have to make their money somewhere, and this seems fair enough. **TeamViewer** offers All-In-One Software for Remote Support and Online Meetings. For more information, see their website:

[Weblink to TeamViewer](#)

PC	Mac	iPad	iPhone	Android
√	√	√	√	√



Chapter 4:

QuickBooks Online

*"We're still in the first minutes of the first day
of the Internet revolution."*

by Scott Cook, founder of Intuit Corp.⁶

QuickBooks Online is cloud software. You don't have to worry about carrying your laptop with you, or whether you're accessing the cloud from a PC or Mac computer. As long as you have internet access and a browser, you've got QB Online access.

PC	Mac	iPad	iPhone	Android
√	√	√	√	√



Advantages

The obvious advantage of QB Online is that its cloud-based software, which means anyone can access it any time via an internet connection.

QB online is also multi-user software which means that multiple users can access the software at the same time as long as each one has a unique login ID. Another way to say this is that everyone with a unique login id can access QuickBooks at the same time.

So if I'm training the client and I have to discuss who will make the changes as only one of us can. Sometimes QuickBooks Online tells me that the other user is trying to change the same record so this change won't go through. The other user is me so it's just a software glitch.

To sell it better, they also added some cool new reports & graphs that make it more fun to use if you love reporting.

You don't have to go with QuickBooks Online to get a cloud-based solution. QB Desktop can be hosted to provide a cloud-based solution too. We'll cover hosting in the next chapter, Chapter 5.

Disadvantages

Because Intuit is marketing QB Online to death, people think it has many more advantages that most QuickBooks Pro Advisors or accounting professionals think it has. Because I'm a techie, and the QuickBooks Desktop software is much better-quality software, I recommend the desktop version still.

The stated goal of Intuit is to make QB Online more and more for the beginning user-friendly. The problem is Intuit programmers seem to have no clue how things are done in the real world, and there are 50 states in the USA that often do things differently. For example, in WA State, where I live, we pay Salestax and State Business Tax to the same agency, with one bank transfer. QuickBooks Desktop has accurate, awesome reports, and there is a simple work-around for the one check for two tax purposes problem we face in WA state. QuickBooks Online has inaccurate reports. The salestax part is so locked up in layers of processes to make it "beginner friendly" that not even a senior Pro-Advisor can fix it. Reports for paying taxes is WHY we use accounting software. How else do we know what we owe, except for their reports?

QuickBooks Online is more expensive. In order to balance the scales, Intuit moved the Desktop Software to a subscription model. They've made QuickBooks Desktop a

yearly subscription model for one reason: profit. However, it's still half the price of QuickBooks Online.

With QB Online, you only get 1 company file per subscription. (Not so with QuickBooks Desktop where you can have as many companies as you want). One time a client had so screwed up his QuickBooks Online Data for so long, I had to start a new company file at the new year. So now he's paying for 2 QuickBooks Online Subscriptions all the time. Another example of needing 2 subscriptions for one business would be when you own the property where your business is located. Typically, you would break that into two accounting databases (company files): 1 for the business and 2 for the LLC that owns the property. Most find a work-around to save money, but it's not ideal.

Intuit is not shy about raising their rates every year even though it's already hugely profitable for Intuit.

QB Online is much slower due to web software limitations.

You cannot get a backup of your data. Intuit claims they backup your data, but that is marketing and not accurate. A backup would mean you could go back to a point in time and restore that file. No one can do that, even if the point of time is only 10 minutes ago. What Intuit does is technically called redundancy. Redundancy means they are running multiple versions of their hard disks at the same time. In case of a hardware or system failure, they have bank of computers with other operating systems they can switch to so you'll never notice.

Without any backups, you can't implement my practice of making an archive copy of the data file right after the accountant closes out the year in case of a tax audit. Your only solution is to print out reports and save your printed copies. This can be a problem because QuickBooks is notoriously bad about changing the past inadvertently. Always save print outs of reports for tax filings!

For more information on the differences in speed, please see my blog post:



[QB Computing Blog Post on Why QuickBooks Online is Slower than Desktop](#)

Transferring Data from Desktop ↔ Online

Moving data from Desktop to Online is easy since Intuit wants you to move. However, over the years they've made it almost impossible to move your data back to QuickBooks Desktop. One way to switch from either version to the other is to act as if it's completely new software and start the new year in the new software.

QuickBooks Online Pricing

There are four QB Online products for business owners:

1. Online Simple Start

\$30 month (that's \$360 a year)

1 User Max (Plus an accountant user)

Very low end – only 1 bank account & credit card, 20 reports.

2. Online Essentials

\$55 month (that's \$660 year)

3 Users Max (Plus 2 accountant users)

Unlimited bank accounts, etc., 40 reports

Can add payroll, US only, additional costs apply.

3. Online Plus

\$85 month (that's \$1020 year)

5 Users Max (Plus 2 accountant users)

All of the lower ones, plus Inventory, Purchase Orders,

Class, Time Tracking, Sales Tax, and 1099's (filed

electronically only and 65+ reports

Can add payroll, US only, additional costs apply.

4. Advanced

\$200 month (that's \$2400 year)

25 Users Max (Plus 3 accountant users)

Does what all of the lower ones do, plus Import and Send hundreds of invoices. You received Dedicated Tech Support, and better user permissions. You used to get Fathom, a reporting add-on tool but no longer.

Can add payroll, US only, additional costs apply.

[Click Here to Evaluate QB Online](#)



For more information on the various features and various offerings, please go to this internet link near you:

[QuickBooks Online Products Cost/Benefits Chart](#)

Chapter 5: Hosted Solution Providers

“Well, another market is now being created out of Internet technology”

*by Jim Barksdale,
Netscape⁷, 1995*

What is a hosted solution?



A hosted solution is a way to rent remote computer space from a service provider who hosts your software. This option allows you to enjoy the benefits of QuickBooks Desktop Software while also getting the benefits of anytime / anywhere access.

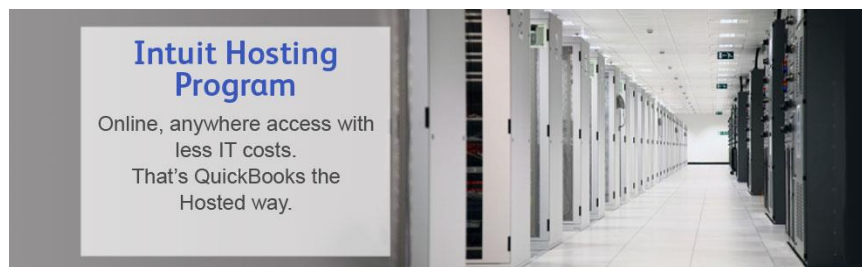
PC	Mac	iPad	iPhone	Android
√	√	√	√	√

Intuit Products Hosting Companies

intuit. Hosting Program

You can't just have anyone host your software. They have to be Intuit authorized. This link contains the list of the hosting providers authorized to host Intuit Products.

[Weblink to Intuit Hosting Program](#)



You'll see two lists: Commercial and Standard. The big difference between the Commercial and Standard hosts is the ability to rent the QB software licensing.



Standard Host: If you own the QuickBooks software already and just want it hosted, you can use a standard host.

Here is the link to Intuit Authorized Hosting Providers:

[Intuit Authorized Standard Hosting for QuickBooks Desktop](#)



Commercial Host: If you want to rent the QuickBooks Desktop software and have it hosted, use a commercial provider.

Here is the link to the Intuit Authorized Hosting Providers

[Intuit Authorized Commercial Hosting for QuickBooks Desktop](#)

Questions on Hosting? Email hostinginfo@intuit.com

Hosting Financial Considerations

For many business owners, the question boils down to QuickBooks Online, or QuickBooks Desktop with Hosting? The answer is up to you, but I can give you the data you need to make a decision. First we'll cover the price of the software, and then the price of the hosting.

To give you the spoiler, at this point in time, QB Premier Desktop Software with Hosting is the same price as QB Online Essentials. Moreover, QuickBooks Online is only going to get more expensive, and Hosting services are only going to get cheaper. But let's break that down into the cost of the software, and the cost of the hosting, so you can understand your process.

Hosting Financial Considerations – The Software

For Desktop QuickBooks, you only have to update it every three (3) years only. Or you can buy a QuickBooks Desktop subscription at a slightly lower price that guarantees you to upgrade ever year among other features, at that subscription price, which makes it a lot more expensive, and is not recommended since the yearly upgrades are never deal breakers. Of course, there is no law that says you have to update your software purchase ever, but Intuit stops supporting connected products and services, such as tech support, payroll, online backup, payment network, or merchant services after three years.

At QC Computing, we send you to Amazon to purchase QuickBooks software because in the past our clients have preferred the lower costs of Amazon to Intuit. The only

downside is if you have a problem with the software purchase (say you bought the wrong version by accident), Intuit will fix it. Ideally, you'll ask a ProAdvisor to help you decide which software to purchase first.

1. QuickBooks Pro Desktop Software

\$190 (over 3 years, that's \$64 a year, or less than \$6/month)

1 User per license, 3 licenses/users max at the same time

Does everything most businesses need done.

2. QuickBooks Premier Desktop Software

\$340 (over 3 years, that's \$114 a year, or less than \$10/month)

1 user per license, 5 users max at the same time

Does everything plus Job Costing.

3. QuickBooks Enterprise Desktop Software

\$1100 - \$1400 year by subscription, renewed annually

Max 30 Users at the same time.

Does everything, plus Advanced Inventory. This is awesome software!

[QC Computing Website - Save on QuickBooks Products and Services Link](#)

Hosting Financial Considerations – Hosting

Hosting software in general and QuickBooks specifically is a new industry. That means a lot of growth and changes before a clear market leader emerges. That also means I can't quote you a price, because it changes so frequently, but the prices I've seen so far are between \$30 and \$50 a month.

This is the chart of all the hosts Intuit endorses:

[Weblink to Intuit Authorized Hosts](#)

I wanted to narrow down the playing field for my clients so I chose these two based a great deal on the quality of technical

support my clients could expect to receive, which I know is of value to them. The two I selected were Right Networks and Swizznet.

An Optional Host – Right Networks



Right Networks won the contest to be sold by Intuit Resellers with Enterprise Software as a bundled deal. I recommend you don't buy Intuit Enterprise off of Amazon. Any Quickbooks ProAdvisor or reseller can offer you Enterprise software at the best price, and with the value added of solving some of your other problems.

Right networks also hosts for people who own their own software. My clients are using it; I'm supporting them with using it, and we're all happy with their services.

An Optional Host – Swizznet



Another Host that seems to be winning is Swizznet.com. They use Citrix instead of Remote Desktop. They'll setup a link but you can also log in from the internet, which is a feature I really like. My clients are using it; I'm supporting them with using it, and we're all happy with their services.

Other Optional Hosts

Including answers from existing host providers would be a waste of your time, as they change daily. But I can give you some questions you might want to ask them? See the chart below. Also, this is someone who's entire business is helping people find the right host.



If you want help with choosing a Hosted Solutions Provider, Joanie Mann, Cooper Man Consulting, has a firm that specializes in helping you find the best hosted solutions provider. Visit her website: [Cooper Mann Consulting](#) for more information and to contact her.

Questions To Ask Prospective Host Providers?

Here is a guide to the type of questions you'll want to ask. First the questions are in long form. On the following page, they're in chart form.

You're going to want to rent the least amount of services you need for each user, and different users may have different needs, so you might even want to fill out a single chart per user, per hosted solution provider.

- **Users:** How many users do you want hosted? Does the HSP require a min number of users?
- **QuickBooks Software:** Own your own software, or lease from the HSP?
- **Microsoft Office:** Do you need to lease Microsoft Office (Outlook, Excel, and Word)? Do they have a Service Provider License Agreement (SPLA) with Microsoft? Or

can you export data from hosted QuickBooks to your computer to work with Microsoft Office? If you want both, does your version of Microsoft Office match the one on the host?

- **Other Software:** Do you need other software hosted, such as apps, or Point of Sale? Are there restrictions on the types of applications you can add to your service?
- **Installation Fees:** Are there installation fees?
- **Cancellation Fees:** Are there fees to leave the service? How hard is it to get your programs and data back?
- **Other Fees:** Are there other fees you should factor in to get total monthly costs?
- **Hardware:** Do you have special hardware needs—such as network printing, dual monitors, or scanning to upload documents?
- **Backups:** How many days of backups do they keep? How easily can you get your backups? Do you want to backup locally, and can you?
- **Tech Support:** How easy is it to get tech support?
- **Customer Support:** How you feel about the company is important too. You're not just renting hardware space; you're renting a service as well. Add your customer service score as "other considerations".

In the end, who do you like, and why? If you email me your feedback, I will include it in future versions of this free report, so that others can benefit from your wisdom. Check back from time to time for updated releases of this report. Thanks!

Hosted Solutions Provider Comparison Chart

<i>Hosted Solutions Provider Name:</i>		
<i>User:</i>		
<i>Question</i>	<i>Per Month</i>	<i>Per Year</i>
Access Cost (Per User)		
Software Leasing Cost		
Microsoft Office Cost		
Additional Software Costs		
Installation Fee		
Cancellation Fee		
Special Hardware Needs?		
Backups?		
Tech Support?		
Other Considerations?		
Total Cost Per User?		

Chapter 6:

Definition of Terms

Attended Access or Attended Support — This means that someone needs to be there to "let you into" or "let you have access" to their computer. The opposite of attended is unattended access or unattended support.

Client Computer — This is the computer you are dialing in from. Or to say it another way, this is the computer you're sitting at as you are trying to access another computer.

Cloud Computing – This is the use of computing resources (hardware and software) that are delivered as a service over a network (typically the Internet). The name comes from the use of a cloud-shaped symbol as an abstraction for the complex infrastructure it contains in system diagrams. Cloud computing entrusts remote services with a user's data, software and computation.⁸

Host Computer — This is the computer you are trying to dial into. It's going to "host" your attendance.

Multiuser — This means that more than one user shares the same database at the same time. The opposite of multiuser is single user.

Unattended Access or Unattended Support — This is a way to access a computer so that no one needs to be physically present to "let you in". As long as you have the correct login user name and password, you can get in.

Chapter 7: About the Author

"You want to count your blessings, and money is a blessing."



Madeline Bailey consistently ranks as one of Intuit's top-rated **Enterprise, Online and Advanced Certified QuickBooks Professional Advisor** in the greater Seattle, WA area.

Ms. Bailey provides business analysis, consulting, and accounting, either at your place of business, or by remote access, or both. Joy Jose provides bookkeeping services for continued financial management.

The goal of everyone at QC Computing LLC is to empower private business owners to make more profit. This liberates your energy so that you make your dreams become reality.

Consulting vs. Tech Support

When I was first figuring out how remote access works, I hired people to help me, and paid for services so that I could get tech support. Free products and services rarely, if ever, come with tech support. I would say free products never come with tech support, but someone will find an exception and prove me wrong.

I love tech support. I get that you love it too. I could spend every minute of every day answering tech support calls. Unfortunately, I'm not setup to provide tech support or

answer "just one question". I'm setup to work as a consultant and an accountant.

I never tire of hearing about your business and accounting challenges. I'm happy to help you even if you just want a single 4-hour afternoon session, which is our minimum for new clients.

It's the retainer clients who pay our bills, so thanks to them that this Free Report could be written. Our policy is to be paid on retainer or by check at time of service.

Please contact me if I can be of service to you. You can call or email directly from the website:

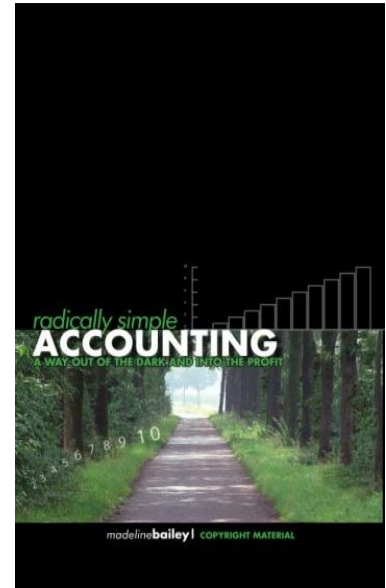
Website: www.qccomputing.com/about-us

Radically Simple Accounting Book

Madeline Bailey is author of the book, *Radically Simple Accounting*. If you like this free report, you'll love the book.

For more information, and book reviews, click here: [Radically Simple Accounting Book](#).

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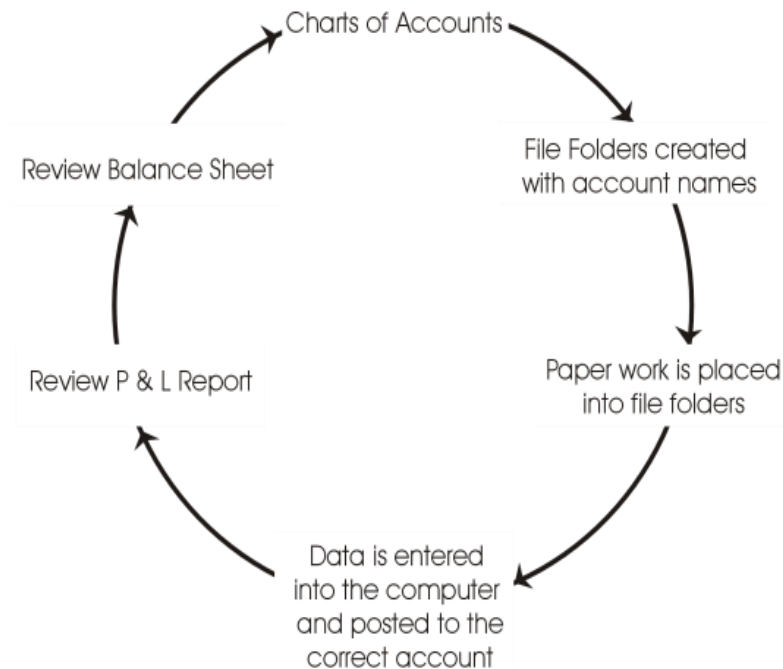
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- How to design a chart of accounts that's ideal for your business.
- Accounting basis, basics, and terminology that you need to know to be in business today.

- The two basic accounting reports that every business owner needs to pay taxes: the Profit and Loss Report and the Balance Sheet.
- How to use financial reports to improve your profit!



Once you have completed the entire process of automating your accounting, your business may become a great deal more profitable.

Many clients want to use their newfound profit for what they call, “a hard-earned, long-overdue vacation”. On said vacation you can log in remotely. Or not. You say not? What would you do with more profit?



End Notes

¹ Microsoft Website FAQ, <http://windows.microsoft.com/en-US/windows-vista/Remote-Desktop-Connection-frequently-asked-questions>

² Compaq Computer Corp.

³ Robert J. Cracken, www.brainyquote.com

⁴ Microsoft Website FAQ, <http://windows.microsoft.com/en-US/windows-vista/Remote-Desktop-Connection-frequently-asked-questions>

⁵ Jim Clark, www.brainyquote.com

⁶ Scott Cook, www.brainyquote.com

⁷ Robert J. Cracken, www.brainyquote.com

⁸ Cloud Computing definition, Wikipedia

