PLANS AND PRICES 2016

nerdio

Professional	Performance	Enterprise	Included with all plans
$100 per user / month (annual commitment)	**$150** per user / month (annual commitment)	**$200** per user / month (annual commitment)	
Swift Desktop (DaaS)	**Performance Desktop (DaaS)**	**Super-charged Desktop (DaaS)**	100% network uptime guarantee
Windows 7 or 8.1 Experience	Windows 7 or 8.1 Experience	Windows 7 or 8.1 Experience	Instant desktop streaming with PCoIP
2 CPU / 4 GB RAM	2 CPU / 6 GB RAM	4 CPU / 8 GB RAM	VMware vSphere server virtualization platform
100 GB Hard drive	150 GB Solid State Drive	200 GB Solid State Drive	Redundant infrastructure with High Availability (HA)
50 mbps Internet Connection	250 mbps Internet Connection	1000 mbps Internet Connection	
Dual Monitor Support	Quad Monitor Support	Quad Monitor Support	SOC 2 Type 2 audited Tier III data center
Server Infrastructure (IaaS)	**Server Infrastructure (IaaS)**	**Server Infrastructure (IaaS)**	Intrusion Prevention System
vRAM: 10 GB + 0.5 GB per user	vRAM: 15 GB + 1 GB per user	vRAM: 20 GB + 2 GB per user	24 / 7 proactive system monitoring
SAN Storage: 100 GB + 20 GB per user	SAN Storage: 150 GB + 40 GB per user	SAN Storage: 200 GB + 60 GB per user	Automatic Security Patching
Unlimited virtual servers	Unlimited virtual servers	Unlimited virtual servers	Install any of your own Windows software
Software (SaaS)	**Software (SaaS)**	**Software (SaaS)**	Sharepoint Online
Office 365 Business Premium	Office 365 Enterprise (E3)	Office 365 Enterprise (E3)	Work on documents while offline
Latest Word, Excel, PowerPoint, Outlook, OneNote and Publisher	Latest Access, Word, Excel, PowerPoint, Outlook, OneNote and Publisher	Latest Access, Word, Excel, PowerPoint, Outlook, OneNote and Publisher	Share and send large files
Full version of Office for 5 computers	Full version of Office for 5 computers	Full version of Office for 5 computers	Fully isolated, private network
Office Apps for unlimited mobile devices	Office Apps for unlimited mobile devices	Office Apps for unlimited mobile devices	HIPAA compliant and annually audited system
OneDrive for Business with 1TB storage	OneDrive for Business with 1TB storage	OneDrive for Business with 1TB storage	Dedicated Active Directory
Email and Communications	**Email and Communications**	**Email and Communications**	Dedicated virtual servers
50 GB Microsoft Exchange Mailbox	50 GB Microsoft Exchange Mailbox	50 GB Microsoft Exchange Mailbox	Windows and Linux applications supported
Unlimited Personal Email Archive	Unlimited Personal Email Archive	Unlimited Personal Email Archive	SSD accelerated SAN for virtual servers
Skype for Business IM	Skype for Business IM	Skype for Business IM	Customizable web content filter
Mimecast spam / virus filtering	Mimecast spam / virus filtering	Mimecast spam / virus filtering	Kaseya Proactive Management Platform
	Mimecast email archiving	Mimecast email archiving	Mobile access to file server data via VPN
		Mimecast email encryption	Site-to-Site VPN connectivity to all offices
Data Security	**Data Security**	**Data Security**	Custom employee on and off boarding procedures
Dedicated Firewall	Dedicated Firewall	Dedicated Firewall	Custom software upgrade procedure design and execution
Kaspersky Antivirus	Kaspersky Antivirus	Kaspersky Antivirus	
Full SAN backup every 24 hours	Full SAN backup every 6 hours	Full SAN backup every 1 hour	
	Two Factor Authentication	Two Factor Authentication	
	Data replication to out-of-state facility	Data replication to out-of-state facility	
		Dedicated, stand-by DR compute capacity	
		SAN-level encryption of data-at-rest	

Work/Life Balance	Productivity	Workaholic
$10 per user / month (annual commitment)	**$15** per user / month (annual commitment)	**$20** per user / month (annual commitment)
Phone, Email and Chat Help Desk Weekdays / 8 am - 5 pm Local US Time	Phone, Email and Chat Help Desk Weekdays & Weekends / 7 am - 7 pm Local US Time	Phone, Email and Chat Help Desk 24 / 7 / 365
Severity 1 Response / Resolution: 2hr / 8hrs	Severity 1 Response / Resolution: 1hr / 4hrs	Severity 1 Response / Resolution: 15min / 2hrs
One Authorized Tier 2 Point of Contact	Two Authorized Tier 2 Points of Contact	Five Authorized Tier 2 Points of Contact

Scope of Help Desk Support

Tier 1	Tier 2
Available to all end-users	Available to authorized points of contact
Connectivity troubleshooting	Proactive monitoring, remediation and customer notification
Password resets	System wide changes
Local computer and virtual desktop support	User adds / deletes / changes & AD changes
Office 365 support	System wide software installation
Mobile device support	Server troubleshooting
Printer support	Changes to desktop "base image"
PC and mobile device setup and configuration	Server data restores
Software installation and updates	Deployment of new servers and desktops
Individual file restores	Security changes (e.g. user and file access)

Additional Services

Onboarding and Data Migration	Ongoing Strategic Consulting (Virtual CIO)
Project management and network diagram creation	Proactive technical account management
Discovery and inventory of existing systems	New office setup assistance
System provisioning and customization	Regularly scheduled disaster recovery tests
Microsoft software installation configuration	Quarterly business review reports and meetings
Office 365 deployment and integration	Proactive updates regarding technology changes
Third-party software installation and configuration	Recommendations for system changes as business evolves
Local network integration assistance	As needed technology research and advice
System monitoring and alerting setup	Third-party vendor management (e.g. ISP, phones, software)
System patching policy configuration	Local network management and troubleshooting
User onboarding and offboarding procedures	Quarterly documentation maintenance
Onsite go-live and backup configuration	Administrator and user training

Addons

Extra SAN Storage	Extra Server vRAM	Managed Firewall
$0.50 per GB / month	**$5** per GB / month	**$35** per month
Microsoft SQL Server	**DLP and Activity Monitoring**	**Password Management & SSO**
$65 per core / month (minimum of 4 cores)	**$5** per user / month	**$4** per user / month