



NetCare Cloud Office

NetCare Cloud Office combines many of the benefits of our NetCare IT Support solutions, plus select products and services that create the complete technology infrastructure for the start-up or small office. Many of these services are on-line or cloud-based, so keep the capital expense of hardware / software to a minimum.

Cloud Office is designed specifically for:

- Start-ups that need a complete “office-in-a-box” to get going
- Small organizations that want all of the capabilities and attributes of large corporations without having to build it or maintain it themselves
- Larger companies that are adding remote offices
- Virtual offices where a number of employees are working from home or from a remote office, but still need business-level capabilities and support.



Cloud Office	\$249 mo.(5 User Pack)
Virtual Server	Included
On-Line OneDrive for Business Shared File Storage Space – 1TB	✓
On-Line Microsoft Exchange 2013 Mailbox and Calendars	✓
On-Line Microsoft SharePoint 2013 Intranet Web Site	✓
On-Line Microsoft Skype for Business Communications Services	✓
Microsoft Outlook 2010 Client Software	✓
On-Line Web Site with URL	✓
On-Line Mail Archive (up to 1 Year)	✓
On-Line Anti-SPAM, Anti-Virus, Anti-Rootkit, and Anti-Malware Solutions	✓
iPhone / Android / Windows Mobile Integration (Blackberry Available)	✓
Backup	Included
On-Line Backup of In-Office Document Storage / Desktops	✓
On-Line Backup of Remote Desktops / Laptops	✓
Off-Site Backup Storage - 1TB	✓
PC Support	Included
Access and Diagnostic Software	✓
Remote Monitoring and Patch Management	✓
Performance and Event ID Monitoring	✓
On-line Reports of Inventory and Preventative Maintenance Activities	✓
End-User Communicator	✓
Desktop Internet Security Software	✓
Client Service Portal for Service Request Status and Creation	✓
Standard MSA Support	\$249 mo.(5 User Pack)
24x7 Toll-Free, US-based Service Desk	✓
24x7 Network Operation Center Preventive Maintenance Support	✓
Monthly Report of Service Request Status and NOC Operations	✓
Bi-annual Network Assessments (\$300 value) and Technology Roadmap Meetings (\$300 value)	✓



Smart Office Options and Add-ons	
Support	Without / With MSA
Service Desk Technician Support (1/4 hour minimum)	\$150 hr. / \$125 hr.
Remote or On-Site Field Engineering Support (1 hour minimum)	\$150 hr. / \$125 hr.
After-Hours or Emergency Field Engineering Support (2 hour minimum)	\$300 hr. / \$250 hr.
<i>NOTE: On-site Support charges include travel portal-to-portal</i>	
SharePoint Services Support (per 5-users)	\$59 mo.
VoIP Telephony Services Support (per 5-users)	\$59 mo.
Video Surveillance Services Support	\$59 mo.
Digital Signage Services Support	\$59 mo.
Blackberry Server Add-On	\$10 mo. (per phone)
Add BlackBerry Enterprise Server (not BIS) to Domain	✓
Wireless Video Surveillance Add-On Package	\$50 mo.
4 x Wifi Video Surveillance Cameras	✓
Local or Remote Access to Live Camera Feeds	✓
Video Storage on Hard Disk	✓
<i>NOTE: Must Have Appropriate Wireless Access Point, and either Server or Dedicated Workstation</i>	
Digital Signage Add-On Package	\$60 mo.
32' LCD HDTV	✓
Wall-mount Brackets and Interface Cables	✓
Software to Support TV and Pre-Recorded HD Video	✓
<i>NOTE: Optional Professionally Produced Video Advertising</i>	
Collaboration Storage Add-On Package	\$10 mo. ea.
Additional Space for Users of SharePoint – 10GB Increments	✓
Speakeasy® VoIP System Add-On Package	\$369 mo.
DSL Broadband Service (3.0Mbit/s x 768Kbit/s)	✓
VoIP Router and Installation	✓
Unlimited VoIP Service (all US/Canada long distance included)	✓
Voice Mail and Management	✓
Polycom 330 VoIP Telephones	5
Installation and Configuration	✓
Cloud Marketing Solutions Add-On Package	\$149 mo.
Add Local Search and PPC Marketing	Add \$149 mo.
Add Lead Generation	Add \$149 mo.
Add Email Marketing and Newsletters	Add \$149 mo.
<i>NOTE: Or the All-In-One Package – SAVE \$100 PER MONTH</i>	
	\$499 mo.
Speakeasy® Broadband Add-On	Quote
<i>Ask your Technical Account Manager to quote DSL and T1 Broadband Service.</i>	

NetCare Service Agreement is recommended. Prepayment by Visa / MasterCard monthly or by check (90 days) is required. Purchases of hardware and software require prepayment by credit card or check.