

Pricing Reference Guide

SERVER HOSTING

- **Total Server RAM – 4hr SLA**
As a general rule you will want to start with the amount of RAM currently installed in the server. If multiple servers are needed add all the RAM together. 4 Hour SLA means that in the event of a hardware failure related to the RAM or CPU, the part will be replaced in 4 hours or less. The system will be down during this 4 hour period.
- **Total Server RAM – 0hr SLA**
As a general rule you will want to start with the amount of RAM currently installed in the server. If multiple servers are needed add all the RAM together. 0 Hour SLA allocates an identical amount of RAM on an identical set of hardware adjacent to the current hardware. In the event of a failure the load and needed resources will be transferred in real time to the working system. There is less than 10 minutes of down time in the event of a hardware failure.
- **Data Storage 7200 RPM**
Standard Desktop Hard drives operate at 7.2K RPM. The faster the drive spins the faster you can read and write data. Thus, 7.2K speed is to be used for Archiving, Long Term Storage, scratch space/R and D space. It should not be used for running operating systems or for active data storage.
- **Data Storage 15,000 RPM**
This is what everyone will be using. It spins at twice (15k) the speed of the slower option and is best used for Operating Systems, data that is in use, databases, email servers, web servers, etc. Unless you have a specific reason add up the currently used space, round up and apply that number here.
- **Data Storage SSD**
This is the fastest storage option. There is really no need for this speed, especially when you consider the price. If you feel you have a system that needs this please contact Computer Crews to help you determine the correct option.
- **Windows Installations**
Add up the number of servers they currently have running Windows.
- **Exchange License**
If the customer doesn't have an Exchange server and would like one of their own (Dedicated Exchange Server) then enter in "1" for this field. This is for the Exchange Server license and it does not include ANY user CAL's. Do not use this for the Multi-Tenant exchange option.
- **Exchange CAL**
When selecting to have your own dedicated Exchange server, count the number of users and put that number here. This is for the Client Access License (CAL) That each user must have to use the Exchange Server.

- **TS Licenses**
If the client doesn't have a Terminal Services server and wants one then enter the number of Terminal Service server users here. If they currently have a TS server then you can use this field to add additional users. For new servers/setup the minimum quantity must be 5.
- **2nd Data Center Replication**
This option is used to duplicate the entire setup at another Datacenter. In the event of a failure the entire system will be brought back online from another datacenter. This is a real time even that takes only a few minutes. If a client wants the most reliable system to ensure up time than this option is the best one. We don't anticipate a lot of customers will need this.

SERVER MANAGEMENT

- **Hosted Server**
Automatically Calculated from "Hosted Server" section. There are NO unmanaged Hosted Servers.
- **On-site Server**
Add up the number of servers that will be managed outside of the datacenter . Most will be at the work place but it can also include servers found at another datacenter or office.
- **DRD**
This is a great disaster recovery/backup device that is used with servers at the work place. This device takes snapshots throughout the day. In the event of a failure the backup snapshots can be used to create a virtual machine. This means I can get the client up and running in hours instead of days. If a client can't afford being down for multiple days in the event of a failure then this option is a MUST. Add up the number of servers needing this feature and enter it here.
- **CNAS**
The CNAS is a product we developed for Small clients who don't need/can't afford a server. It is a centralized location to store documents and ensure they are backed up. We can also use it to run programs that need a "server/client" model. This can also be used to share a printer without a network card. Most clients who need this will have less than 5 users and won't need a lot of computer systems to run their business. A customer only needs 1. Keep in mind that this is a rented device that includes all the maintenance and backup of the device. The machine has a RAID 1 array for on-site fault protection and data is backed up nightly. The SLA is one business day. Offsite backups include 50GB. Onsite storage starts with 100GB. On-site storage can be increased up to 1TB (Onsite Options: 250GB = \$10 500GB = \$15 1TB = \$20, add to monthly) . Offsite storage costs \$25.00 for an additional 50GB (use the off-site Backups section below).
- **Off-site Backups**
On-site backups do not protect against Fire, Theft, Flood or other natural and human disasters. Backing up files offsite will protect against all disasters and is crucial to surviving the disaster. For each 100GB add 1 to the number in this box. Make sure to round up. Example: They have 230GB of data, then enter the number "3" here.

WEB & EMAIL HOSTING

- **Website Hosting**

For hosting websites. We can load just about any server side scripting needed. We currently have support for PHP, ASP, MySQL among others. Storage space is limited to 2GB but more is available. This includes FTP access. We have actual humans available for support with hosting. Billed at an hourly rate.
- **Email Hosting**

We have a full featured Email server. We only allow POP3 access and webmail access (No IMAP). It can sync with your Outlook via the Sync Client. We provide 1GB per an account. This is shared across the domain. So 10 users gives you 10GB of space even if 1 account uses 9GB of it. Price is per an account.
- **Exchange Hosting**

We have a Multi-Tenant Exchange server that is used to provide hosted exchange for users that don't need or want a full Exchange server. Since this is Exchange 2010 we CAN NOT support Outlook 2003. Price includes 2GB of space and Outlook Anywhere. You can connect with your Phone, Outlook, or Browser. BlackBerry is NOT supported.
- **SPAM Filtering**

We highly recommend this service to everyone. Email is filtered before it gets to the email server for Content, SPAM, Viruses, and other threats. It also provides a "holding box" that holds your email if the mail server were to be unresponsive or offline. 1-10 accounts have the same price.
- **Email Archiving**

Email Archiving has become a need over a want. Especially for litigation reasons I would recommend that everyone gets Email Archiving. 1-10 Accounts is the same price. Archive is for 7 years.
- **SPAM + Archiving**

This combines the Archiving and the SPAM protection.
- **Email Encryption**

If you need to have email encrypted for protection add up the number of email users you have and enter that value here. This option send the email encrypted and then the recipient will need to login through a browser to view the message and respond. The response is also encrypted.