

Nerdio Private Cloud Plans



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



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Help Desk Support Plans

Work/Life Balance	Productivity	Workaholic
Phone, Email and Chat Help Desk Weekdays / 8am - 5pm Local Time	Phone, Email and Chat Help Desk Weekdays&Weekends / 7am - 7pm Local 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

Add-ons

Extra SAN Storage	Extra Server vRAM	Managed Firewall
Microsoft SQL Server	DLP and Activity Monitoring	Password Management & SSO