

# Microsoft Office SharePoint Server (MOSS)

## Design, Implementation and Enterprise Infrastructure Services

Our service delivery model helps companies take advantage of Microsoft SharePoint in the Software as a Service (SaaS) model – cutting deployment time and costs by 60%. We leverage our core SharePoint implementation expertise with our unique Microsoft-centric hosting experience to provide world class services. This includes providing on-going technical support, .net development and solution lifecycle management along with our traditional Software Licensing & Compliance, Data Center, Network/Security, Offsite Backup and DR services.

- ✓ All licensing included
- ✓ No hardware to buy or maintain
- ✓ Predictable monthly cost
- ✓ SAS 70 Data Centers
- ✓ Offsite Backup & Disaster Recovery
- ✓ Onsite deployments available

Over 1,000 corporate and government clients rely on our SharePoint infrastructure services. We are ready to help build your powerful SharePoint solution. Call us today at 302-824-7600 x 1 to discuss your requirements.

## Typical MOSS Configuration Snapshot and Service Overview

Included are powerful MOSS features such as Business Intelligence, KPI lists, Executive dashboards, Excel Services and InfoPath Forms Services. This server includes 25GB of usable SharePoint storage with room to grow available on-demand. Choose MOSS Standard or Enterprise Edition; configured on a single Windows Server 2003 R2 server running as a domain controller; user creation and management via Active Directory; My Sites and search configured; your own custom domain for inbound and outbound mail to/from the SharePoint application; SSL; application templates optional.

**Hardware Environment & Licensed Software:** Virtual machine running on premium Dell Hardware (our farm consists of Dell 1950 and R900 servers with redundant power and storage). Windows Server 2003 Standard Edition; SQL Server Standard Edition 2005

**Security:** Managed firewall and IDS service for 1 IP address – ports 80, 443 open for customers' end user access. On request port 3389 open to a list of up to 5 trusted IP ranges, network sets or IPs allowing terminal services access to the environment.

**Data Backup:** Data backup will be configured to run nightly to local Equallogic SAN storage; other options available including Data Protection Manager and offsite machine clones running at a hot DR site.

**Connectivity:** 10/100 uplink with 100GB monthly transfer; transfer overage rate \$15/GB/Month

**Customization:** Access to deploy custom third party software, web parts and tools are available – please contact support prior to making any changes to get an environment snap-shot backup.

**Migration:** Our team can import your data to a hosted solution or support a reverse migration at any time.

**Support & SLA:** Includes server configuration and set up with 90 days or 3 incidents with our priority SharePoint engineer support via phone and e-mail. Support incident packs available beyond initial deployment; customer's end users have access to training and video tutorial libraries; 24/7/356 remote monitoring of application health. SLA 99.95% - see Master Hosting Services Agreement

**About our Data Centers:** Footprints with two internationally known data center infrastructure providers – SunGard and Switch & Data. Both tier-4 facilities were designed for enterprise class customers and have passed industry standard certifications, security and regulatory requirements. All equipment is kept in locking cabinets or caged suites accessible only to our staff and engineers.

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**Microsoft® SharePoint™**  
Products and Technologies

**Base Server      \$11,999/year**

*End User Licenses*

**MOSS Standard      +\$5/user/month**

**MOSS Enterprise      +\$9/user/month**

*Upgrades*

**WCM (public websites) +\$9600/year**

*Support Incident Packs:*

**5 Pack      +\$1,995/year**

**60 Pack      +\$49,000/year**

*Storage:*

**10GB Storage      +\$1,000/year**

*Backup & DR:*

**Offline Backup      +\$2,390/year**

**Server Clone      +\$5,000/year**

**System Image      +\$700/one time**

*Contact us for other options.*

## Web 2.0 Features



### Alerts

Stay up to date with e-mail alerts.



### Excel Services

MOSS Enterprise Feature.



### Take SharePoint Data Off-line

Documents, contacts and lists off-line with Outlook & Access 2007.



### Versioning

Keep current with version control.



### E-mail Enabled Sites

Libraries, lists and discussions have their own e-mail addresses.



### Unlimited Users

Extend the benefits of SharePoint to all your staff, customers and partners.



### Recycle Bin

Never lose a document with an administrator controlled recycle bin.



### Wiki Sites & Pages

Capture and share institutional knowledge with SharePoint wiki's.



### Calendars

Create and share calendars and synchronize with Outlook.



### Contacts

Share important contacts with your team and synchronize with Outlook.



### Document Level Security

Users only see certain information.



### Tasks

Create, assign and track shared tasks



### Gantt Project Charts

Organize, schedule, assign and track projects and deliverables.



### Meeting Sites

Organize meeting materials including agendas, attendees and decisions.



### Issue Tracking

Create and track issue status.

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### Support

With every server we include 90 days / 3 incidents so you can access our engineer telephone or e-mail support. You also have an initial SharePoint engineer-driven server configuration process via phone or e-mail. Our triage team will provide access to internal knowledge base and other material such as screencast tutorials to facilitate your effective use of the service and features. Beyond this scope (and equipment failure/server down situations) there are several paid support options which we provide to hosted or your own in-house SharePoint deployment:

**Per Incident:** You can contact us at anytime and request support. There is a per incident charge of \$399 and an hourly engineering charge of \$199 beyond the first hour.

**Support Incident Packs:** Support incident packs provide access to the same level of support you can access on a per incident basis but include built in savings. There is a 5 Pack and a 60 Pack.

### Storage

You receive 25GB of usable SharePoint storage with this plan (total disk space utilization is approximately three times the usable SharePoint storage). There is no predefined limit or penalties set on your growth. We will simply contact you if you begin to exceed your plan's allocation. When and if you run low you can simply archive some of your data off-line or upgrade your storage on-demand. Storage must be purchased in 5, 10 or 25 gigabyte increments.

### Backup and Disaster Recovery

We offer a variety of options for SharePoint backup and disaster recovery. Offline backups, server clones, capacity at our standby data center site, and server images sent directly to you on removable media are all available.

**Offline Backups:** Choose the schedule that fits your needs and our SAN backup system archives a snap-shot of your server - simply tell us how long or how much data you wish to retain.

**Server Clone:** A weekly clone of your server is made and then is sent to our second data center where it is securely stored. In the event of an extended outage or declared disaster we have reserved capacity at our second facility to restore your services to your latest clone onsite.

**Server Image:** On-demand you may request an image of your server be saved to removable media (USB hard drive) and sent to the location of your choice. Encrypted media is an additional \$150, LTO-3 is an additional \$100 + the cost of the tape.

### Implementation & Training

We have resources ready to send onsite to help you with your implementation or training needs. Please contact us to discuss your requirements and SharePoint projects. Most of our offerings can be deployed in house by the same team that hosts them for over 1,000 companies externally today.

**Call 1-302-824-7600 ext. 1 to speak with us your SharePoint needs.**