



# Knowall Cloud

Performance Hosting Delivered

**KNOWALL**  
PRIVATE CLOUD COMPUTING

# Connect with Knowall's Secure Private Cloud Solution

The objective is to deliver a simple to use, centrally hosted IT and phone system, accessible by all users working in the office or remotely from home and other locations.

To achieve this Knowall will build a bespoke Private Cloud environment tailored specifically to RGS Global's business.

Cloud systems monitoring and Support will be available 24x7 via our highly responsive London based Helpdesk.

## Key Components of the Solution

Knowall will deliver the following components for a fixed monthly per user fee:

- ✓ Hosted server environment for running RDB Pro, Net and Merit
- ✓ Hosted MS Office Standard (Outlook, Word, Excel, PowerPoint)
- ✓ Hosted MS Exchange email
- ✓ Hosted file serving and data storage – shared drives and personal drives
- ✓ Advanced data backups
- ✓ Hosted Swyx Phone System
- ✓ IT support, helpdesk available 24 x 7



## Key Components

### Hosted RDB Pro Net and Merit (and Trisys)

We will host RDB Pro Net and Merit on our cloud platform so that authorised users will have fast secure flexible access to them from any location on any device (PC, Mac, Tablet, phone).

### Hosted Exchange Email

We will provide hosted Exchange mailboxes for easy access to email on any device.

### Cloud File Serving & Data Storage

We will provide a secure central repository for data accessible to all users regardless of their location. They may be working at the office or remotely while travelling or at home. They will still be able to access the same data and save files directly on the cloud.

### Hosted Microsoft Office

We will provide MS Office standard to each desktop from the cloud. Staff will benefit from using the latest versions of Word, Excel, Outlook, Power Point and Publisher accessible from any location on multiple devices (PC, Mac, tablet and phone).

### Advanced Data Backups

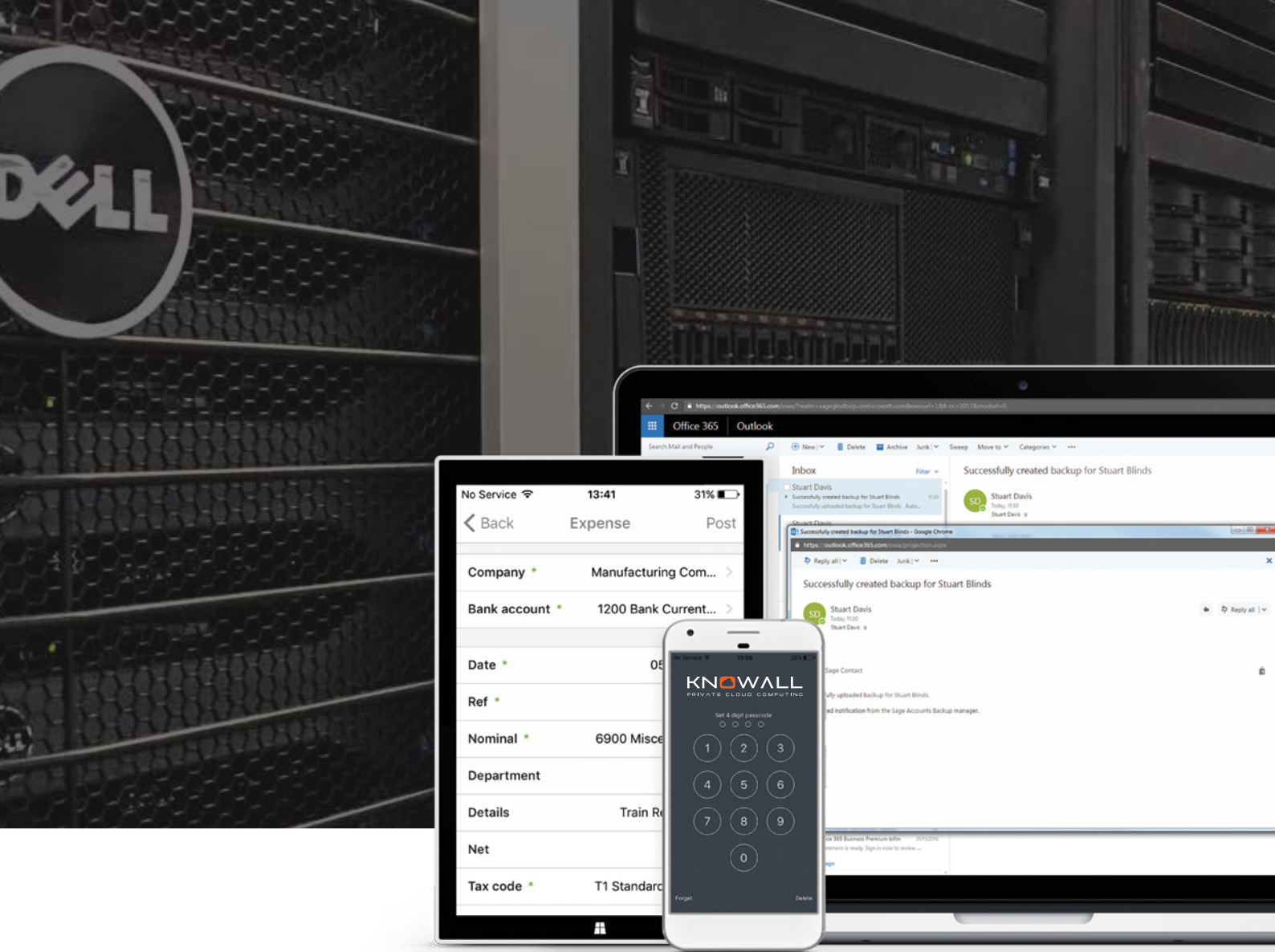
All data will be automatically backed up daily and securely stored at our data centre. Backups are replicated across two separate data centre facilities to ensure maximum data redundancy. Backups are logged and checked daily by our engineers.

### Hosted Swyx Phone System

We will replace the existing phone system with award winning hosted Swyx VoIP system that fully integrates with your desktops, mobile and laptops.

### Desktop Support

Cloud services are 100% managed by Knowall IT. Remote, telephone and email support is available to cover any issues with individual desktops or IT



## Enterprise Cloud Hosting Platform

Knowall's Private Cloud Platform offers enhanced data security and built in Disaster Recovery. Company data will reside in our secure UK based purpose built ISO 27001 certified data centres. The cloud platform is a secure fully redundant high availability environment.

We operate our own fully functional server farm consisting of multiple physical host servers running virtualisation technology (Hyper-V/vSphere) which enables us to spin up dedicated virtual servers for customers as needed and allocate resources on demand. In the event of hardware failure your servers will continue to run on failover hardware.

Through our Dell and Microsoft Partnerships we ensure the hosting platform is powered by industry leading high performance hardware and software technologies.

We also run a fully redundant network infrastructure including dual switches, dual high availability firewalls and multiple connections to the internet.

We are not reselling a third party hosting platform which has the advantage of enabling us to guarantee the end to end delivery and offer greater flexibility for our partners.

We expect our customers to be able to access services 100% of the time. All data is backed up and replicated across two data centres for added resilience.

# Service Level Agreement

Knowall Hosting Services are underpinned by the following Service Level Agreement:

## Network Availability

Knowall IT guarantees that IP packets will be able to pass through our network to our border routers and onto our suppliers' network ports 99.9% of every month. We also guarantee that at least 99% of IP packets are successfully transmitted within 20ms latency to our border routers.

## Service Credit

Should Knowall IT Hosting Services become unavailable for operation and the fault is found to lie with any of the services supplied by Knowall IT then Knowall IT will credit a percentage of the monthly service fee, based on the rates specified in the table below for the affected service(s) to a maximum of 100% of the monthly service fee.

Hosted Server Availability	Credit Percentage
99.9 to 100%	0%
98% to 99.8%	10%
95% to 97.9%	25%
90% to 94.9%	50%
89.9% or below	100%

## Response Times

Response times are split in to three categories, Global, Local User and Administration. The response times refer to a Knowall technician beginning the referral, with the aim to resolve as quickly as possible. Knowall aims to deal with all support issues immediately. The following provide upper limits to the response time.

Category	Issue	Response
<b>Priority 1 – Global</b>		
Remote	Major server issues for example server OS failure	Immediate
Onsite	Major server issues: where issue cannot be addressed remotely	n/a
<b>Priority 2 – Local User Issues</b>		
Remote	Individual delivery failure: user unable to access hosted systems	1 Hour
Onsite	Individual delivery failure unable to be resolved remotely	n/a
<b>Priority 3 – Administration Issues</b>		
Remote	Configuration issues: configuration changes, adding additional resources	4hours

# Investment – Private Cloud and Support

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Core Services	Unit Cost	QTY	Amount PCM
<b>Secure Private Cloud Environment</b> Hosted RDB Pro Net and Merit Hosted MS Office Standard Hosted Exchange Email Hosted File Serving & Data Storage 24x 7 Helpdesk Support	£35 Per user	11 Users	£385
Shared Mailbox – 50GB (Public Folders)	£15	1	£15
Hosted Trisys	£10 Per user	2 Users	£20
<b>Advanced Data Backups</b> Access to web admin portal Custom data retention periods Individual file restore	60p Per GB	120GB Estimated	£72
<b>IT Support, 24 x 7 Helpdesk</b> Remote and telephone support via 24 x 7 Helpdesk for desktop and office IT equipment issues, up to 1 hour engineering time each month, including bi-annual visit of 1 hour	60p Per GB	120GB Estimated	£150
<b>MONTH TOTAL</b>			<b>£642</b>
<b>Implementation</b> Private cloud environment build and configuration Set up user access to application(s)			£1,200

\*Pricing ex vat

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Core Services	Unit Cost	QTY	Amount PCM
<b>PC with Dual Monitor</b> Dell Optiplex 3040 Small Form Factor Windows 10, Intel i3 Processor, 4GB RAM, 128GB SSD, 1 Year Warranty	£402	3	£1,206
<b>Laptop</b> Dell Latitude 3470 Windows 10, Intel i3 Processor, 4GB RAM, 500GB Hard Drive, 1 Year Warranty	£539	2	£1,078
<b>Monitor</b> Dell 22" Monitor, 3 Year Warranty	£141	5	£705
<b>Keyboard/Mouse</b> Dell wireless keyboard and mouse	£37	5	£185
<b>Local MS Office</b> MS Office Home and Business, locally installed on laptops	£180	2	£360
<b>Firewall</b> Zyxel USG60 (bandwidth management)	£417	1	£417
<b>Wireless Access Point</b> Zyxel NWA5123	£173	1	£173
<b>TOTAL</b>			<b>£4,124</b>
<b>Implementation</b> Hardware installation and configuration			£600

\*Pricing ex vat and delivery

## Investment – Phones

Core Services	Unit Cost	QTY	Amount PCM
<b>Hosted Swyx VoIP Phone System</b> Includes Desktop Client, Call Routing Manager, Rich Presence, Instant Messaging, Outlook Integration, CTI, Voicemail, Ad-Hoc Conferencing, Peer to Per Video and Collaboration	£15 Per user	9 Users	£135
<b>MONTH TOTAL</b>			<b>£4,124</b>
<b>Implementation</b> included in Private cloud set up			

\*Pricing ex vat

## Call Charges

Calls to UK Landline and Mobile	Peak Pence Per Minute Rate
UK Local & National	0.63
UK Mobile	3.70
Australia	1.67
USA	1.60

\*Pricing ex vat



## Investment – Phones



Jabra wireless USB Handset

£105  
(for remote user)



Swyx L615 Desk phone

£95



Jabra Biz 2300 USB Headset

£86  
(for office and



Jabra Pro 930 USB Wireless Headset

£137  
(for office and

# Our Promise

## Our Service Level's - High Level of Personal Service

- ✓ No telephone receptionists - no call queuing
- ✓ Small team of long standing engineers – you will get to know us
- ✓ Highly professional team of certified engineers
- ✓ Monthly reporting and quarterly contract reviews

## Proof

For client case studies and testimonials, please visit our website:

- <http://www.knowall.net/about/client-case-studies/>
- <http://www.knowall.net/about/testimonials/>

## Service Level

- ✓ 24x7 engineer availability
- ✓ Immediate response to 'Global' Network Issues
- ✓ Onsite Engineers within 1 hour
- ✓ Immediate despatch of engineers for critical onsite issues

