

G R A L K E A U G U S T O

(Support | Q3/2021)

SUPPORT

DESCRIPTION

GRALKE AUGUSTO offers Superior Microsoft Windows Server Hosting for Businesses, Enterprises and Partners looking to deploy SmarterMail on their own, dedicated and scalable Cloud Server(s), available in 10 Locations Worldwide, please consult our Hosting Document for more information and pricing.

Whilst our Hosting Pricing includes all Technical Support required to keep your Cloud Server(s) up and running smoothly our optional Software Support Services cover the installation, configuration and maintenance of Windows Server 2019 and Smartermail, among others.

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OPTIONS

GRALKE AUGUSTO offers 3 distinctive Support Options to choose from:

1. The client is responsible for installing, configuring and maintaining his own Cloud Server(s) and is free to request Technical Support whenever required.
2. GRALKE AUGUSTO is responsible for installing, configuring and maintaining the Cloud Server(s) and hands them over to the client once finalized. Afterwards the client is responsible for any maintenance needed and is free to request Technical Support whenever required.
3. GRALKE AUGUSTO is responsible for installing, configuring and maintaining the Cloud Server(s) at all times whilst the client uses SmarterMail solely through the respective Online Interface and is free to request Technical Support whenever required.

N.B. Option #3 is the one most chosen since this way the client can concentrate in using SmarterMail for his own business or, alternatively, re-sell SmarterMail and his own services to his own clients.

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SERVER DEPLOYMENT

DESCRIPTION

Includes deployment of your dedicated Cloud Server(s) and initial configuration of IPs, Storage Devices (SSD/HDD), Hostname, Administrator Setup and scheduling of your optional Backup Plans.

PRICING

60 €, per server, once.

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SERVER MONITORING

DESCRIPTION

Includes Constant Monitoring of your dedicated Cloud Servers(s) and

Instant Notifications by E-Mail and/or SMS.

PRICING

P.O.A.

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SERVER INSTALLATION

DESCRIPTION

Includes complete installation and configuration of Windows Server 2019 on your dedicated Cloud Server(s) as well as configuration and testing of your Remote Desktop Connection, Server Firewall, IPV4 & IPV6, IIS and your optional FTP Server, among others.

PRICING

200 €, per server, once.

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SERVER MAINTENANCE

DESCRIPTION

Includes constant updates of Windows Server 2019, online support by Dedicated Account Manager and any future configuration, hosting or options updates.

PRICING

60 €, per server, per month.

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SMARTERMAIL INSTALLATION

DESCRIPTION

Includes installation and configuration of the SmarterMail Software e.g.

Bindings, Folders, Archiving, Licensing, SSL/TLS as well as

Administrator Setup.

PRICING

200 €, per server, once.

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SMARTERMAIL MAINTENANCE

DESCRIPTION

Includes regular updates of the SmarterMail Software to latest versions.

PRICING

60 €, per server, per month.

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SMARTERMAIL CONFIGURATION

DESCRIPTION

Includes ongoing SmarterMail configuration services e.g. domain creation and configuration, user account creation and configuration, content filters, signatures, events creation, spam filtering.

Services are billed by the minute and tracked by an independent Time

Tracking App.

PRICING

60 €, 60 minutes.

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MISCELLANEOUS SERVICES

DESCRIPTION

All additional Support Services not covered in the previous pricing will be charged on a time based system, starting at a minimum of 15 minutes and tracked by an independent Time Tracking App.

PRICING

40 €, per 15 minutes;

60 €, per 30 minutes;

70 €, per 45 minutes;

80 €, per 60 minutes;

20 €, each additional 15 minutes.

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N.B.

Please consult our Company Document for more information and notes.