

Managed SharePoint Services

Reliability

- Solid 10 year track record
- Consistently improved service model
- Contingency plans

Measurability

- Work delivered versus planned
- Open vs closed tickets
- Delivered SLA's

Flexibility




- Team composition
- Team skills
- Service levels



SharePoint Apps & Services



See More Here: www.simplisharepoint.com/managed-sharepoint

Starter	Standard MOST POPULAR	Premium	Custom
<p>Stability & Functionality Maintenance</p> <p>\$899</p> <p>per Farm /mo Billed annually or \$990 month-to-month</p> <p>Contact Sales</p>	<p>Farm Maintenance Monthly Enhancements Priority Support</p> <p>\$1,899</p> <p>per Farm /mo Billed annually or \$2,100 month-to-month</p> <p>Contact Sales</p>	<p>Farm Maintenance Monthly Enhancements Priority Support All Our Portal Software \$10,000+ value</p> <p>\$2,899</p> <p>per Farm /mo Billed annually or \$3,200 month-to-month</p> <p>Contact Sales</p>	 <p>Contact Sales</p>
<p>Farm Maintenance</p> <p>Core Services (see below)</p>	<p>Farm Maintenance</p> <p>Core Services (see below)</p>	<p>Farm Maintenance</p> <p>Core Services (see below)</p>	<p>Farm Maintenance</p> <p>Core Services (see below)</p>
<p>Preventive Maintenance</p>	<p>Preventive Maintenance</p>	<p>Preventive Maintenance</p>	<p>Preventive Maintenance</p>
<p>Annual documentation</p>	<p>Quarterly Farm documentation</p>	<p>Monthly Farm documentation</p>	<p>Full Farm documentation & Maps</p>
<p>(4) SQL Maintenance Plans Management</p>	<p>(4) SQL Maintenance Plans Management</p>	<p>(8) SQL Maintenance Plans Management</p>	<p>SQL Maintenance Plans Management</p>
<p>SharePoint Server Tuning</p>	<p>SharePoint Server Tuning</p>	<p>SharePoint Server Tuning</p>	<p>SharePoint Server Tuning</p>
<p>Quarterly Patches & Updates Installs</p>	<p>Quarterly Patches & Updates Installs</p>	<p>Monthly Patches & Updates Installs</p>	<p>ASAP Patches & Updates Installs</p>
<p>***</p>	<p>Reporting: security, capacity, usage</p>	<p>Reporting: security, capacity, usage</p>	<p>Reporting: security, capacity, usage</p>
<p>***</p>	<p>Provision (2) Managed Paths & (2) SC</p>	<p>Provision all Managed Paths & SC</p>	<p>Provision all Managed Paths & SC</p>
<p>***</p>	<p>Change Control Management</p>	<p>Change Control Management</p>	<p>Change Control Management</p>
<p>***</p>	<p>Farm Servers Additions as Needed (Commissioning/Decommissioning for replacing faulty servers or farm growth)</p>	<p>Farm Servers Additions as Needed (Comissioning/Decommissioning for replacing faulty servers or growth)</p>	<p>Farm Servers Additions as Needed (Comissioning/Decommissioning for replacing faulty servers or growth)</p>
<p>Productivity</p>	<p>Productivity</p>	<p>Productivity</p>	<p>Productivity</p>
<p>Wednesday Webinars</p>	<p>Wednesday Webinars</p>	<p>Wednesday Webinars</p>	<p>Wednesday Webinars</p>
<p>***</p>	<p>Four (4) hours monthly enhancements</p>	<p>Eight (8) hours monthly enhancements</p>	<p>Custom hours monthly enhancements</p>
<p>***</p>	<p>***</p>	<p>Three (3) Page Layouts</p>	<p>Custom Page Layouts</p>
<p>***</p>	<p>***</p>	<p>Workflow Troubleshooting</p>	<p>Workflow Troubleshooting</p>
<p>***</p>	<p>***</p>	<p>Rights to use any of our Templates & Solutions (with updates) for 1 Year</p> 	<p>Rights to use any of our Templates & Solutions (with updates) for 1 Year</p> 

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CORE SERVICES

- **Unlimited support** for configuration troubleshooting of SharePoint services.
- **Support Tickets Portal** Track progress of your submitted tickets to our support system as we update in real time; full transparency lends to a confident working relationship.
- **Pick up the phone and speak to a technical person right away.** Get quick advice and direction or help us understand the full scope of the issue.
* Fair Usage Policy applies. Mon-Fri, 9:00 am–5:00 pm. EST
- **Remote Web Assistance** Demonstrate any issues in the environment where they occur.
*Fair Usage Policy applies. 24-hour lead time. Subject to scheduling availability, 9 am–4:30 pm, Mon-Fri, excluding public holidays.
- **Issue Escalation** Escalate your tickets to highest priority in our support queue or to Microsoft Gold Partner support if required.
*Fair Usage Policy applies. 16-hour maximum lead time for each response Mon-Fri, excluding public holidays.
 - Managed Path Management
 - WEB Application Security
 - Adjusting SSL certificates & SSL Config
 - Site Quota Management
 - Creation of Content Databases
 - Site Collection Creation
 - Role Delineation among servers
 - Service Application Creation & config
 - WEB Application creation and config
 - Site Collection Security
 - Regional Settings
 - User Alerts
 - RSS Configuration
 - Site Output Cache
 - Moving Sites Within a Site Collection
 - Uploading and Installing Templates
 - Apply an installed Theme to a Site
 - Config Document Conversion Services
 - Site Collection Feature Management
 - Managing a Sites Navigation
 - Edit a Title, Description, or Icon
 - New Management Paths & Alternate Access Mappings
 - Service-Pack & Hot-fix application
 - Adding new servers to the farm
 - Install & Configure Third Party Web-Parts
 - Master Pages and Page Layouts
 - Resetting a Site Definition
 - Applying and Managing Page Layouts
 - Configuring InfoPath Forms Services