

# WHAT'S INCLUDED



TetherView

## DESKTOPS

## TETHERVIEW MONTHLY

Flat Price Per Desktop (Concurrent User Pricing Available)	Monthly
RAM for Virtual Desktops	Included
CPU for Virtual Desktops	Included
Disk Space Per Virtual Desktop (Up to 80GB)	Included

## SERVERS

Flat Price Per GB of Production Data Footprint	Monthly
Price Per Virtual Server	Included
RAM for Virtual Servers	Included
CPU for Virtual Servers	Included

## IMPLEMENTATION

No Risk Contract	Included
Custom Implementation Plan	Included
Migrate Existing Data	Included
Setup & Implementation	Included

## SECURITY

Advanced Anti-Malware Protection (Network, Applications, Files)	Included
Segregated Firewall for Each Client	Included
VPN Configurations	Included
Security Information and Event Management (SIEM)	Included
24 X 7 Security Operations Center	Included
Multi-Factor Authentication	Included
Geo-Fencing	Included

## COMPLIANCE

SSAE 16 Compliant Data Centers	Included
SOC Audit Report for TetherView Solution	Included
Compliance/Security Assurance	Included
Monthly Customized Compliance Report	Included
RMM Tool (Management and Monitoring tool)	Included
Single Pane of Glass Dashboard for all VMs	Included

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## OPERATING SYSTEM

Operating System Licensing	Included
Patching & Maintenance	Included
Group Policy Management	Included
Active Directory Management	Included

## BACKUP & CONTINUITY

BUSINESS CONTINUITY NOT DISASTER RECOVERY	Included
Data Migration	Included
Full Hardware Redundancy	Included
Full Data Redundancy	Included
15 Snapshots Retained of Servers	Included
5 Snapshots Retained of Desktops	Included
Data Encrypted at Rest and in Transit	Included
Offline Encrypted Backup Real-time File Level	Included
Real-time Replication to Secondary Datacenter	Included
Virtualization/Hypervisor Software and Management	Included

## ACCESS

Remote Connectivity	Included
Full Mobile Application	Included
PCoIP Connection Protocol	Included
RDP Connection Protocol	Included
Browser Connection Protocol	Included
USB, Scanner and Printer Redirection	Included

## TRAINING & SUPPORT

End User & IT Technician Training	Included
US Based Support Team	Included

## COLLABORATION

Sync by TetherView - File Sharing/Collaboration Utility	Included
Sync Talk - Video Conferencing, Calls and Chat	Included

## INVESTMENT

White Glove Service	Included
No Setup or Implementation	Included
Performance Guarantee (No Charge for CPU, RAM or Bandwidth)	Included
Billing Does Not Commence Until User Acceptance	Included