

Compare your options:

Intermedia's Office in the Cloud™ vs. other Providers



When you consider the total cost of managing your IT services—including migration, support, reliability, integration and an integrated suite of services—Intermedia's value is superior.



Email



Voice
Services



File
Management



Collaboration



Cloud
Server



Mobility



Backup &
Security

Intermedia's Office in the Cloud offers business grade IT services, including Exchange-based email, instant messaging, phone systems and service, security, content management, and more. Other providers also offer cloud-based cloud IT services. But all services are not created equal.

To compare them, consider the time and labor required to manage each service. This includes paying for migration, dealing with management complexities, integrating other services and maintaining a secure environment.

From this perspective, the difference is clear: if you consider the hidden costs of other cloud service providers, **Intermedia simply costs less to manage and deploy.**

Hidden cost #1: Email migration

Email migration can be costly if your provider doesn't include it as a complimentary service. And it can result in downtime if it's not executed perfectly. Eliminate these risks by carefully choosing a provider that can help you get up and running quickly.

Intermedia's Office in the Cloud	Other Providers
<ul style="list-style-type: none">• Expert migration services are included in all our services: your own personal expert from the Cloud Concierge™ team walks you through the entire process• Intermedia works with you to develop and execute a custom migration plan tailored to your specific business requirements• No additional charge• No downtime or disruption during migration	<ul style="list-style-type: none">• Most providers promote and push self-service tools• Complimentary services are usually not available - most charge for assisted migration, may even charge for self-service tools, or require you to work with a third-party provider



INTERMEDIA

The Business Cloud™



NEXUS BLUE
TECHNOLOGY

Deploy the cloud today. Get started.

CALL US
203.638.7979

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ON THE WEB
NexusBlueTechnology.com

Hidden cost #2: Reliability

When your email is unavailable, your business incurs extremely high costs: your employees can't do their jobs, your customers get angry, you lose sales, and IT resources are diverted to cope with the crisis. Look closely at the guaranteed uptimes of each provider: these guarantees demonstrate each provider's confidence in their own service.

Intermedia's Office in the Cloud	Other Providers
<ul style="list-style-type: none">• 99.999% uptime guarantee• Adds up to less than 6 minutes of unplanned downtime per year	<ul style="list-style-type: none">• Many providers only offer a 99.9% uptime guarantee• Adds up to more than 525 minutes of unplanned downtime per year

Hidden cost #3: Support

When you have questions, you need quick answers. That's the only way to stay focused on your business. You can't be productive if you're on hold—or if you're being pushed to self-help or community support.

Intermedia's Office in the Cloud	Other Providers
<ul style="list-style-type: none">• Support offered for all issues—not just critical issues• All plans include 24/7 chat support and most plans include 24/7 phone support• Typical wait times of 60 seconds or less• All support team members are Microsoft Certified experts• No outsourcing—all support team members are Intermedia employees	<ul style="list-style-type: none">• Many providers may only offer phone support for critical or tier 2 issues—all other issues are pushed to self-support or online community support• Some may not staff with Microsoft-certified technicians• Many outsource support

Hidden cost #4: Security and Protection

Security and business continuity is critical, even if you're not in a regulated industry. Your provider must protect your critical business data, speed eDiscovery, and help you stay in compliance with any industry-specific rules and regulations. Security breaches can be a costly drain on time—to say nothing of the risk to your business, your customers and your competitive advantage.

Intermedia's Office in the Cloud	Other Providers
<p>Standard email protection</p> <ul style="list-style-type: none">• Every plan includes email security from McAfee, a leader in anti-spam and anti-virus protection• Extra security with McAfee ClickProtect, included in most plans, guards against phishing attacks and malicious URLs	<p>Standard email protection</p> <ul style="list-style-type: none">• Protection powered by internal cloud providers or lesser known third-parties• Many don't disclose data center locations and keep your data outside the US

Intermedia's Office in the Cloud	Other Providers
<ul style="list-style-type: none"> • 24/7 threat monitoring and updates • Choose your data center location <p>Additional email protection</p> <ul style="list-style-type: none"> • Intermedia offers optional McAfee Data Loss Prevention and Email Continuity Services • Our integrated tamper-proof Email Archiving ensures compliance with regulations and speeds eDiscovery • Integrated policy-based Encrypted Email scans all outbound emails and automatically encrypts based on customizable policies 	<p>Additional email protection</p> <ul style="list-style-type: none"> • Only some offer Email Continuity and Data Loss Prevention that help manage compliance or respond to eDiscovery requests • Only certain higher-end plans include features to help you comply with regulations like HIPAA, FINRA, and state and local laws

Hidden cost #5: Management and control

Moving to the cloud doesn't mean your IT staff needs to give up control. Nor should they be any less in control than they could be with an on-premises solution. Your cloud management console should be powerful enough to support your IT needs, but simple enough to use that you can delegate certain tasks to non-technical resources.

Intermedia's Office in the Cloud	Other Providers
<ul style="list-style-type: none"> • Intermedia's HostPilot® control panel lets you manage users and devices for all your Intermedia services and even add new services, all from a single interface • HostPilot combines ease-of-use and granular control so non-technical staff will find it easy to set up new users and technical staff can access service-specific settings they need • Our end-user portal lets employees change passwords, update personal information, and perform other tasks to free up IT resources • Intermedia AppID extends management and control capabilities across all your web apps—including Salesforce, Netsuite, proprietary apps and thousands of other commercial apps 	<ul style="list-style-type: none"> • Some management consoles can be complicated and too technical for non-technical users • Most provide no ability to manage additional third-party services and offer limited control over specific permissions and settings • Other providers typically don't allow you to self-add additional services to your account

Hidden cost #6: Integration of additional cloud services

The average business is extremely likely to add more and more cloud services. But the more services you add, the more support, billing and management complexities you introduce—unless you can get an extended range of services from your existing provider.

Intermedia's Office in the Cloud

- Most comprehensive suite of business-grade cloud services available including:
 - Intermedia's business-grade voice services such as our Hosted PBX phone system, conference calling, SIP trunking services and more
 - Intermedia's SecuriSync® file sync and share service was designed and built specifically for business-grade control and protection
 - Intermedia ApplD™, our integrated single sign-on portal, lets you manage access to all of your apps, regardless of provider
 - Other integrated services include PC Backup, Outlook Backup, Cloud Server and more
- Add services on a per-user basis at any time, regardless of plan directly through HostPilot
- One bill, one password, one point of support, and one management console

Other Providers

- Most don't offer a complete suite of services and require you to work with multiple providers
- Some services—particularly phone systems, single sign-on and secure file sharing—are simply not available
- Many don't allow flexibility within plans to add individual services



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