Service Catalogue

Services that are designed to solve your IT issues
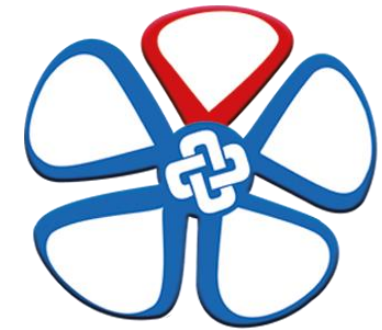
Content

- Collocation
- Managed Network Security Services
- Online Storage
- Backup and recovery
- Virtual Server

- Physical Server
- Web hosting
- Managed hosted application
- About us

Executive Summary

- In **Cloud Acropolis** we believe in creating more value for our customers and liberating them from many ICT hassles. To accomplish this, our priority is service quality.

- The first step is to introduce our products and educate our customers. We then collaborate with them to move all or partial ICT load into our environment, which would benefit both sides. We become partners

- Being a Reliable Omani Partner, we offer and end to end SLA to all our customers on all our products. Residing in Oman brings us proximity and face to face connection with our clients, we therefore are forced to become more responsible and accountable for all our services.

- High Availability, High Reliability and High Security are all aspects of our services that encompass the signed SAL. They are measured transparently for assurance and service-ability.

Executive Summary (suite)

Our services include:

- Collocation
- Backup & Recovery
- Virtual Machines
- Online Storage
- Physical Hosting
- Virtual Desktop Infrastructure
- Web Hosting
- Managed hosted application services
- Managed network Security services

Collocation

Full Rack, Half Rack, 2U

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FULL Rack (COL1)

- 42U rack, 6KW redundant tier III 2 cable power, 5.2 kW of Tier III redundant Cooling capacity, 2x 1gb Connectivity to Data center Main switch

If you are looking to use all your own equipment but in a professional telecom grade data center, then Collocation is the right product for you.

Cloud Acropolis offers a range of professional services to ensure service availability of your IT, from the facility to the delivery.

- **Rates:**

installation: $1900
Monthly fee: $2000

Half Rack (COL2):

- 21U shared rack but physically separated, 3KW redundant tier III 2 cable power, 2.6 kW of Tier III redundant Cooling capacity, 2x 1gb Connectivity to Data center Main switch

This service is mainly aimed at companies who want to have partial of their IT assets to be hosted in a public data center.

With this product you can have half of the rack, basically with all the benefits and less the cost.

- **Rates:**

installation: $1600
Monthly fee: $1600

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Per 2U (COL3):

- 2U shared rack, 700W redundant tier III 2 cable power, 500 W of Tier III redundant Cooling capacity, 2x 1gb Connectivity to top of the rack GE shared switch

This service is mainly aimed at companies who want to 1 or 2 servers of their IT assets to be hosted in a public data center / Cloud. Asset belong to the customer. Cloud Acropolis will only provide the connectivity, power, cooling and physical security.

- **Rates:**

installation: $200
Monthly fee: $220

Managed Network Security Services

Routing, Switching, Security Services, Access…
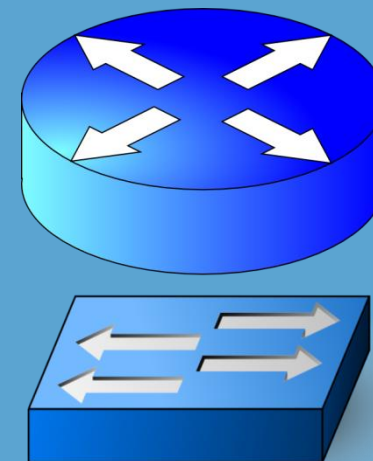
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Virtual Machines

Web hosting

Backup

& Recovery

Collocation

Security Services

Routing & Switching

- This is a hands on service provided by our highly trained and certified staff.

- This is an added service if required. It enables a VDC (virtual data center).

- **Rates:**

Yearly fee: $150

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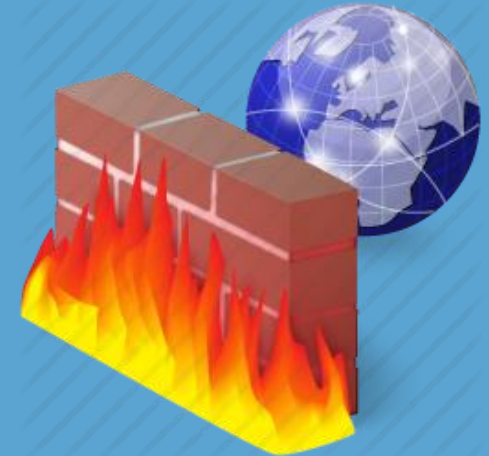
Firewall

- Managed or unmanaged

- This is a hands on service provided by our highly trained and certified staff. It provides the main security services to any IT setup.
- This is an added service if required. It enables a VDC (virtual data center).
- Unmanaged firewall needs to be configured by customer's staff.

- **Yearly Rates:**

Managed: $225
Unmanaged: $125

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IDS/IPS

- Intrusion Detection Services
- Intrusion Prevention Services

- This is a hands on service provided by our highly trained and certified staff.
- It provides detection and prevention of malware or unwanted/unauthorized access entering IT setups.
- This is an added service if required. It enables a VDC (virtual data center).

- **Rates:**

Yearly fee: $300

Managed Network Security Services

VPN

- Virtual Private Network Access (GRE tunneling)

- This service is aimed at enterprise staff that need to be connected to their workspace security

- This is an added service if required. It is a must for all enterprises

- **Rates:**

  $25/User/Month

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CA

- Certificate Authority

- CA is a service that encrypts thus secure communications between the user and the service provider.

- CA codes are used to make websites secure. (http → https)

- This is an added service if required. It is a must for all websites today

- **Rates:**

  $120/Site/Year

256bit SSL

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Virtual Machines

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Collocation

Security Services

Backup

& Recovery

AAA

- authentication authorization accounting

- AAA is a set of policy and services that manages access to IT setup.

- AAA is a prime service used in all IT setups.

- This is an added service if required.

- **Rates:**

$600/Implementation/Year

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Virtual Machines

Web hosting

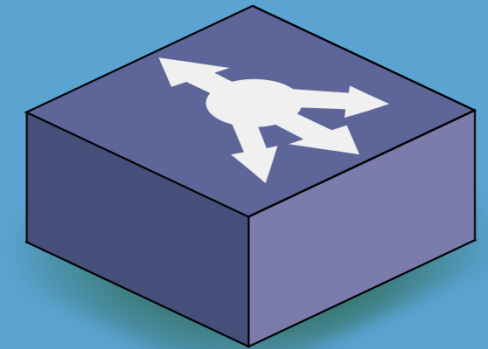Backup

& Recovery

Collocation

Security Services

Load Balancer

- If the same IT service can not be handled by just one computer, others can pick up the load using a Load Balancer.

- This service is used for websites and other services with high loads.

- This is an added service if required.

- **Rates:**

  $300 per node for max 10mbps per year

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Virtual Machines
Web hosting
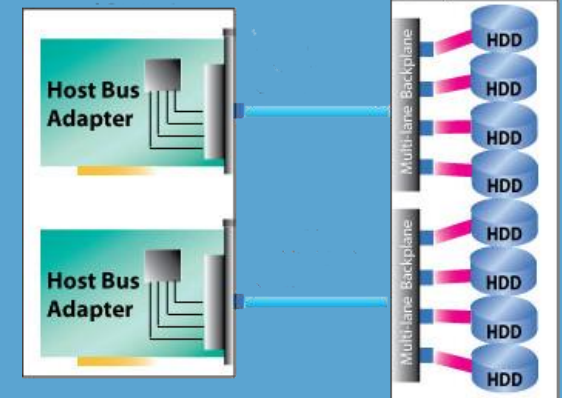& Recovery
Backup
Collocation
Security Services

HBA

- Host Bus Adaptor (multipathing)

- HBAs are the connectivity cards needed to connect to a storage or SAN.

- In this case, virtual HBAs are offered for virtual machines that need higher storage capacity.
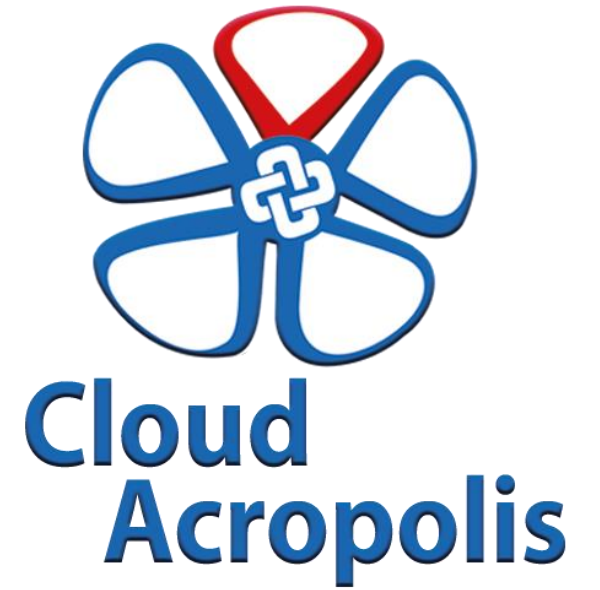
- This is an added service if required.

- **Rates:**

  $500 per double HBA per year

Online Storage

SAN & NAS

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SAN (Storage Attached Network)

- SAN1: 100GB,7200 RPM, Double 1GBPS HBA with multipathing license (Director side), iSCSi connection
- SAN2: 100GB,10k RPM, Double 1GBPS HBA with multipathing license(Director side), FC connection

- SAN storage is a dedicated storage to a server (physical or virtual)
- The capacity of that storage is managed based on needs
- It is offered to customers that need fast connection between their server and their hard discs

Rates:

- SAN1:
  - installation: $50
  - Monthly fee: $8
- SAN2:
  - installation: $150
  - Monthly fee: $16

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NAS (Network Attached Storage)

- NAS1: 100GB,7200 RPM
- NAS2: 100GB, 10kRPM

- NAS is a shared storage in a network. Its performance is limited
- The capacity of that storage is managed based on needs
- It is offered to customers that need extra storage to hold documents, media...

Rates:

- NAS1:
  - installation: $50
  - Monthly fee: $5.5
- NAS2:
  - installation: $100
  - Monthly fee: $12

Backup and Recovery

Scheduled back up and recovery

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Security Services

Backup

- BR1: One time manual backup
- BR2: Weekly full backup
- BR3: Daily backup (full or partial)

- To prevent data loss, it is highly recommended to back up all data.

- Industry norms are weekly full and daily incremental backups.

- These services are offered in combination with Storage and Server services.

Rates/backup:

- **BR1: $85**
- **BR2: $55**
- **BR3: $20**

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Virtual Machines

Web hosting
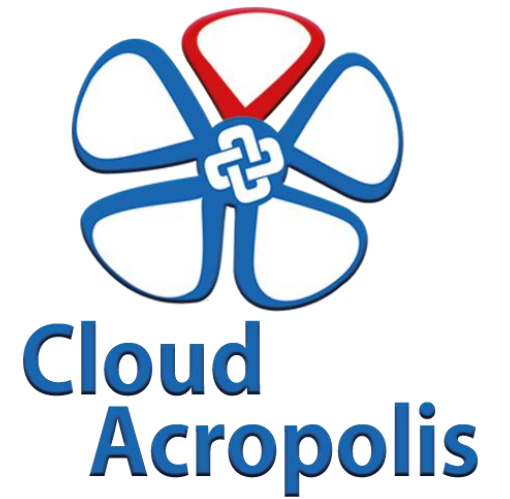
Backup

& Recovery

Collocation

Security Services

Recovery

- Data recovery services are available if backup services are used.

- Based on customer request, our staff with perform the required recovery services within 48 hours

- **Rates:**

  $120 per recovery

Physical hosting

Physical Linux and Windows servers

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Windows

- PHW1: 1x CPU , 4x1gb RAM, Single HDD (300GB10k), 1NIC, 1 valid IP, Windows 2012 R2 Essential, 50 GB per month, Connection speed at 10 MBPS to BB, Connection to Internet at 2 MBPS

- PHW2:   2xCPU, 8x1gb RAM, 2 HDD (300GB10k), RIAD 10, 2NIC, 2 Valid IP, Windows 2012 R2 Essential, 100 GBPS per month, Connection speed at 20 MBPS to BB, Connection to Internet at 5 MBPS

- PHW3:   4x CPU, 16x1gb RAM, 2x HDD (300GB10k), Raid 10, 2NIC, 2 Valid IP, Windows 2012 R2 Standard, Connection speed at 50 MBPS to BB, Connection to Internet at 10 MBPS

- The physical server and its Windows are rented to the customer

- This service addresses companies with high load of users or very specific demand.

- Other services such as network security and storage can be added to this

Rates:
- **PHW1:**
  - **Installation: $700**
  - **Monthly: $150**
- **PHW2:**
  - **Installation: $800**
  - **Monthly: $450**
- **PHW3:**
  - **Installation: $2200**
  - **Monthly: $110**
- **Annual Maintenance: $190**

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Linux

- PHL1: 1x CPU , 4x1gb RAM, Single HDD(300GB10k), 1NIC, 1 valid IP, Ubuntu Server, 50 GB per month, Connection speed at 10 MBPS to BB, Connection to Internet at 2 MBPS

- PHL2:   2xCPU, 8x1gb RAM, 2 HDD (300GB10k), RIAD 10, 2NIC, 2 Valid IP, Ubuntu Server, 100 GBPS per month, Connection speed at 20 MBPS to BB, Connection to Internet at 5 MBPS

- PHL3:   4x CPU, 16x1gb RAM, 2x HDD(300GB10k), Raid 10, 2NIC, 2 Valid IP, Ubuntu Server, Connection speed at 50 MBPS to BB, Connection to Internet at 10 MBPS

- The physical server ad its Linux are rented to the customer

- This service addresses companies with high load of users or very specific demand.

- Other services such as network security and storage can be added to this

- The offered Linux operating system is Ubuntu or CentOS

Rates:

- **PHL1:**
  - **Installation: $150**
  - **Monthly: $150**
- **PHL2:**
  - **Installation: $240**
  - **Monthly: $450**
- **PHL3:**
  - **Installation: $350**
  - **Monthly: $110**
- **Annual Maintenance: $190**

Virtual Machine

Virtual Linux and Windows servers

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Windows (Azure Stack)

- VMW1: 1x 2GHz, 4x1gb RAM, 10GB, 1NIC, 1 valid IP, Windows 2008 R2, 50 GB per month, Connection speed at 10 MBPS to BB, Connection to Internet at 2 MBPS

- VMW2: 2x 2GHz, 8x1gb RAM, 50GB, 2NIC, 2 Valid IP, Windows 2008 R2, 100 GBPS per month, Connection speed at 20 MBPS to BB, Connection to Internet at 5 MBPS

- VMW3: 4x 2GHz, 16x1gb RAM, 100GB, 2NIC, 2 Valid IP, Windows 2008 R2, Connection speed at 50 MBPS to BB, Connection to Internet at 10 MBPS
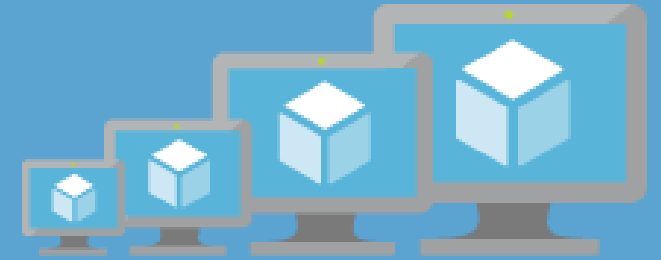
- Virtual machines are secured servers sharing the same hardware. Customers thus only pay what they use.

- From the user prospective they look and act the exact same way as a physical server.

- Microsoft windows is added t the VM and can be managed remotely.

- Depending on the needs there are different VM configurations

Rates:
- **VMW1:**
  - **Installation: $688**
  - **Monthly: $80**
- **VMW2:**
  - **Installation: $1300**
  - **Monthly: $160**
- **VMW3:**
  - **Installation: $2400**
  - **Monthly: $330**
- **Annual Maintenance: $120**

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Linux

- VML1: 1x 2GHz, 4x1gb RAM, 10GB, 1NIC, 1 valid IP, Windows 2008 R2, 50 GB per month, Connection speed at 10 MBPS to BB, Connection to Internet at 2 MBPS

- VML2: 2x 2GHz, 8x1gb RAM, 50GB, 2NIC, 2 Valid IP, Windows 2008 R2, 100 GBPS per month, Connection speed at 20 MBPS to BB, Connection to Internet at 5 MBPS

- VML3: 4x 2GHz, 16x1gb RAM, 100GB, 2NIC, 2 Valid IP, Windows 2008 R2, Connection speed at 50 MBPS to BB, Connection to Internet at 10 MBPS

- Virtual machines are secured servers sharing the same hardware. Customers thus only pay what they use.

- From the user prospective they look and act the exact same way as a physical server.

- Ubuntu or CentOS are added t the VM and can be managed remotely.

- Depending on the needs there are different VM configurations

Rates:

- **VML1:**
  - **Installation: $95**
  - **Monthly: $80**
- **VML2:**
  - **Installation: $95**
  - **Monthly: $160**
- **VML3:**
  - **Installation: $95**
  - **Monthly: $330**
- **Annual Maintenance: $130**

CentOS   **ubuntu**

Web Hosting

Web registration, windows and linux hosting, email

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Virtual Machines | Web hosting | Backup & Recovery
Collocation | Security Services

Web Registration

- .om
- .com, .Net, .info, .org, .biz
- WHR: Web site routing

- Offering one stop shop is a must. We are also offering domain registration.

- **Yearly Rates:**
  - .om: $100
  - .com…: $15
  - WHR: $78

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Windows Based Hosting (IIS)

- WHW1: 1000 MB Disk Space, 2000MB bandwidth per month, 10 Emails, 5 Subdomains, PHP5,ASP,ASP.NET 2 and 3.5, Anti Spam, Anti Virus ,Web Stat, Free software Plesk Control Panel Management

- WHW2: 2000 MB Disk Space , 5000 MB Bandwidth, PHP5,ASP,ASP.NET 2 and 3.5, MySql, MSQL. Access Database, 20 email accounts , 10 Subdomains, Web Stat, Anti Spam, Anti Virus, Mambo, Joomla, Oscommerce, .net nuke, and more software, Plesk Control Panel Management

- WHW3: unlimited Disk Space, Unlimited Bandwidth, MySql, MSQL. Access Database, Unlimited email accounts, PHP5 and .NET 2 and 3.5, 20 Subdomains, Web Stat, Anti Spam, Anti Virus , Mambo, Joomla, Oscommerce, .net nuke, and more software, Plesk Control Panel Management

- Windows based hosting is done based on Microsoft Internet Information Services.

- It support all Microsoft based web developing platforms and scripting such as dotNET, ASP and VBScript.

Monthly Rates:

- **WHW1: $21**
- **WHW2: $39**
- **WHW3: $78**

Microsoft IIS

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Linux Based Hosting (Apache)

- WHL1: 1000 MB Disk Space , 2000MB BW per month, 10 Emails, 5 Subdomains, PHP5, Anti Spam, Anti Virus , Web Stat, Free software , Plesk Control Panel Management

- WHL2: 2000MB Disk Space, 5000 MB Bandwidth, PHP5, MySql, 20 email accounts , 10 Subdomains, Web Stat, Anti Spam, Anti Virus , Mambo, Joomla, Oscommerce, Plesk Control Panel Management

- WHL3: unlimited Disk Space, Unlimited Bandwidth, MySql, Unlimited email accounts , PHP5 , 20 Subdomains, Web Stat, Anti Spam, Anti Virus , Mambo, Joomla, Oscommerce, Plesk Control Panel Management

- Windows based hosting is done based on Microsoft Internet Information Services.

- It support all Microsoft based web developing platforms and scripting such as dotNET, ASP and VBScript.

Monthly Rates:

- **WHL1: $21**
- **WHL2: $39**
- **WHL3: $78**

APACHE HTTP SERVER

Managed Hosted Application Services

ERP, UC, DMS, Office

ERP

- Microsoft Dynamix AX
- Tally
- OpenERP

- Enterprise Resource Planning is the core management of every company.
- General leger, accounting, HR, inventory, asset, CRM, workforce management... are all different modules of ERP.
- A hosted service fit better smaller companies as it takes all the IT hassles away from the management

- **Rates:**
  - **TBD**

![Cloud Acropolis logo with services: Virtual Machines, Web hosting, Backup & Recovery, Collocation, Security Services]

Unified Communication (Email, Calendar, Chat, Conferencing)

- Microsoft Exchange with Lync
- MDaemon Messaging Server
- Zimbra collaboration Suite

- UC is a must for any business.
- Industry standard is set by MS Exchange but there are other alternatives that are cheaper.
- To protect the company information it is required to use non-free services
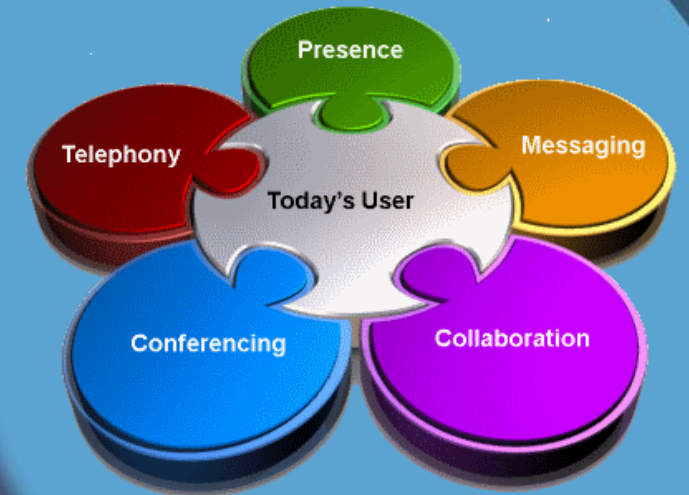
- **Rates per user/month:**
  - Exchange: $20
  - Mdeamon: 12$
  - Zimbra: $8

![Cloud Acropolis]

Document Management System

- Microsoft Sharepoint
- SamePage

- DMS is the central point of workforce collaboration in any enterprise.
- Once a document is created, it needs to be versioned, updated, approved…
- As documents are the intellectual property of each company, they must be managed and protected. This is what DMS is all about

- **Rates per user per month:**
  - Sharepoint: $22
  - SamePage:$12

About Us

- **Cloud Acropolis** is a Cloud and Data center service provider in Oman.

- We have been commercially established in 2016

- Our data center is located in Ghubra/Muscat (old Ooredoo Data Center)

- It is connected to all telecommunication service providers via fiber optics.

- Our clientele ranges from corporates to SMBs.

- We have global and local partners.