



Google Apps Service Package Options

ABOUT GOOGLE APPS

Google Apps is a suite of applications that includes Gmail, Google Calendar (shared calendaring), Google Talk (instant messaging and voice over IP), Google Docs & Spreadsheets (online document hosting and collaboration), Google Page Creator (web page creation and publishing), Start Page (a single, customizable access point for all applications) and Google Security & Compliance. Google Apps offers editions tailored to specific customer needs, including Premier Edition for businesses of all sizes.

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Overview of Service Packages

Horizon offers three service packages for Google Apps Premier Edition.

- **Self Service** Equivalent to buying direct from Google, but with a discounted annual fee
- **Basic Service** Basic activation and setup assistance, with on-going administration and user support
- **Unlimited Service** Comprehensive activation, setup, migration and integration services, with on-going administration and user support

Horizon provides services remotely using secure, web-based tools. Contact Horizon about pricing for on-site services.

Package Contents

| | Self-Service | Basic | Unlimited |
|---|--------------|-------|-----------|
| Service Activation | | | |
| Basic Activation | X | X | X |
| User Account Setup | | X | X |
| DNS Changes | | X | X |
| Service Settings: Standard | | X | X |
| Service Settings: Customized | | | X |
| Client Setup | | | |
| Intro to Gmail (Web) | | X | X |
| Outlook IMAP Setup | | X | X |
| Blackberry | | | X |
| iPhone | | | X |
| Other PDA | | | X |
| Data Migration | | | |
| Email: Server to Gmail via IMAP | | X | X |
| Email: "Uploader" Tool (per user) | | | X |
| Import Calendars | | | X |
| Import Contacts | | | X |
| Email Security (spam and virus protection) | | | |
| DNS Changes | | X | X |
| Standard Config (inbound only) | | X | X |
| Custom Config & Content Filters | | | X |
| Outbound Services / TLS | | | X |
| Support | | | |
| Administration Support | | X | X |
| End User Support | | X | X |
| Webinars / Online Training | | | |
| Public Webinars (Overviews) | X | X | X |
| Train-the-Trainer Webinars | | X | X |
| Tutorials / Guides | | X | X |
| End User Webinars | | | X |

Horizon Info Services delivers industry-leading, enterprise-class, technology services to small businesses at affordable prices. Serving businesses of 1 to 500 employees, Horizon's planning, implementation, and support services help smaller organizations leverage these services while reducing costs.