

MyCloud Office



About the Service

MyCloud Office provides a cloud-hosted alternative to the traditional concept of business IT infrastructure consisting of servers and workstations. It does so by migrating all of your applications and data to the cloud, provided as a managed service, rather than through onsite equipment. Workstations are replaced with “thin clients” and server and NAS devices are replaced with cloud-based servers and storage.site. Communicator uses Neural’s cloud-based unified communications services, no physical equipment such as a fax machine is required.



This brings countless benefits, including...

- ✓ On demand scale up / scale down of capacity as required
- ✓ Removes the need for IT infrastructure refresh cycles (typically every 3 years)
- ✓ Quick and easy **work from home** and **on-the-go** via iPad’s and laptops
- ✓ Automatic **daily backups** of all your cloud stored data and desktop
- ✓ Very low capital expenditure (CAPEX) investment required
- ✓ Less equipment on-site, reducing the risk of failures and power usage
- ✓ Significantly lower cost per seat than traditional models
- ✓ Worry-free, externally, professionally managed infrastructure
- ✓ **Disaster recovery** benefits (log in from remote site / home in the event of disaster)

Included as Standard Edition:

- ✓ A ready-to-use cloud desktop for each user
- ✓ A functional suite of business applications pre-loaded and ready to use
 - Neural Communicator (Unified messaging)
 - Adobe reader, Zip and other office essentials
 - More applications to come
- ✓ Management features
 - Managed antivirus software, automatically updates every 3 hours
 - Software updates including Windows and Microsoft Office updates
 - 24x7 service availability monitoring

Got any Questions?

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Optional Features for Standard Edition:

- ✓ Office 365 Business Premium Edition*
 - Microsoft Office 2013 (Word, Excel, PowerPoint, Publisher, etc.)
- ✓ Hosted Exchange mailboxes
- ✓ Microsoft OneDrive cloud storage



Service Packages And Options

Features	Standard Edition
Work from home / iPad	✓
Office 365 Business Premium Edition*	Optional
MyCloud Connector for Windows	✓
iPad, iPhone and Android mobile device support	✓
MyCloud Desktop Connector	Optional
Inclusions	Standard Edition
Desktop Storage	20GB / user
Exchange Mailbox Storage	Optional
OneDrive Cloud Storage	Optional
Management	Standard Edition
"Snapshot" backups	Daily
Windows updates	Daily
Antivirus updates	3 hours
Service availability monitoring	24 x 7

Recommended Options

- Private IP ADSL2+ Connection (Recommended for up to 6 users)
- Private IP EFM, Ethernet, Fiber Connection (recommended for 7+ users)
- On-disk data upload processing

*This feature requires the optional Office 365 upgrade.

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Cloud infrastructure layer maintenance support is included with all cloud hosted offerings. Basic operating system updates and management are included at the sole discretion of Neural Networks, labour, management and updates relating to 3rd party changes affecting their operation is not included. Support for all software, general support, onsite equipment support and operating system changes, requests or faults are available at our standard support rates applicable to the type of support provided.

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