



The Good Cloud

Hosting Subscriptions

		CE	Standard	Plus	Premium
Nextcloud					
	Price per month	€ 70,-	€ 150,-	€ 370,-	€ 650,-
	Number of users included	10	25	50	50
	Storage	1 TB	3 TB	6 TB	15 TB
	Costs per additional user	X	€ 5,-	€ 6,-	€ 9,-
	Admin portal	X	✓	✓	✓
	Maximum number of users	10	50	1000	-
The Good Cloud Office					
	Conferencing based on Nextcloud Talk	€ 21,- per month	€ 52,- per month	on request	
	Enterprise Email/Groupware	€ 50,- per month	€ 5,- per user	on request	
	Collabora Office	€ 15,- per month ^{*1} (no license)	€ 3,- per user per month (incl. license)	on request	
	ONLYOFFICE		on request ^{*11}	on request	
	Outlook add-in per month	Free	Free ^{*8}	on request	
Support					
	Implementation	2h	3h	4h	1d
	Email support	✓	✓	✓	✓
	Call support	✓	✓	✓	✓
	NC updates/upgrades	✓	✓	✓	✓
	Migration support	X	X	✓	✓
	Reaction time ^{*2}	1-2 business days	max 1 business day	on request	
Additional Services					
	Service Level Agreement	X	X	X	on request
	Rocketchat/mattermost	on request			
	Microsoft Office as online suite	on request			
	Phone integration with Nextcloud Talk	on request			
	Additional storage pricing per Terabyte per year	on request			
	Upgrade to a higher Nextcloud licensing tier	on request			
	Additional Backup ^{*10}	€ 40,- per TB per month			
	Backup to tape	X	X	€ 200,- per TB per month	
	Use of own domain name	€ 100,- ^{*9}		✓	
	Technical consultancy	€ 1.030,- per day			
	Custom services	€ 1.030,- per day			
	Additional implementation	€ 880,- per day			



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Benefits and Features

		CE	Standard	Plus	Premium
Nextcloud & TGC Office					
	Desktop client for Windows, Apple and Linux	✓	✓	✓	✓
	Mobile clients for iOS and Android	✓	✓	✓	✓
	Nextcloud enterprise license ^{*4}	community edition ^{*7}		on request	
	Maintenance life cycle ^{*5}	1 year ^{*6}		1 year	3-5 years
	Early security and stability patches	X	X	✓	✓
Business email					
	Calendar, Tasks, Contacts, notes, RSS feeds	✓	✓	✓	✓
	Desktop client for Windows, Apple and Linux	✓	✓	✓	✓
	support for Microsoft Outlook on Windows	✓	✓	✓	✓
	Mobile sync with native client	✓	✓	✓	✓

Notes

^{*1} free with the limitation of a maximum of 20 concurrent open documents.

^{*2} business days are from 9:00 until 17:00 CET.

^{*3} This makes it possible to join a meeting by calling by phone (audio only).

^{*4} Nextcloud licencing is an addition to our services for support on the Nextcloud software. For more information see: <https://nextcloud.com/pricing/>

^{*5} Without licencing, major updates are mandatory with only the last 2 major versions of Nextcloud being supported.

^{*6} depends on the version and statement of nextcloud:

https://docs.nextcloud.com/server/latest/admin_manual/release_schedule.html

^{*7} community edition (ce) has best effort support.

^{*8} Maximum 25 users.

^{*9} This is a one time cost.

^{*10} Default includes a 14 daily backup to another datacenter, additional backups allow for 7 yearly, 3 monthly and 14 daily backups. Can be customized on demand.

^{*11} OnlyOffice licencing starts at 50 concurrent connections (open documents) and € 1.500,- per year excluding hosting, contact us to discuss the optimum solution.



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NC on-premise services

	Daily	Standard	Plus	Premium
Services				
Price per year	from € 800,-	€ 6.000,-	from € 15.000,-	on request
2nd level support	✓	✓	✓	✓
3rd level support ^{*11}	X	✓	✓	✓
Preventive system checks	X	✓	✓	✓
NC updates/upgrades	X	✓	✓	✓
Intake for support ^{*12}	X	✓	✓	✓
Reaction time	X	1-5 days	1-3 days	on demand
Custom SLA	X	X	X	on demand
Specifications				
Preventive management	on request	1 day per year	on request	custom
Includes Nextcloud security fixes ^{*13}	X	✓	✓	✓
Amount of updates/upgrades included	on request	1 upgrade per year	1-4 upgrades per year	custom
Support quota ^{*14}	Minimum 1d	4 days per year	on request	custom
E-mail support ^{*15}	✓	✓	✓	✓
Phone support ^{*16}	X	✓	✓	✓
Migration support	on demand			
Installation and configuration	on demand			

Notes

^{*11} Software bugs are community effort, unless appropriate licensing is in place.

^{*12} An intake is necessary to scan the system for major issues before the subscription can be activated.

^{*13} Notifications on (early) security updates/issues.

^{*14} A quota will be counted based on the amount of support requested.

^{*15} Support on Monday through Friday at 09:00-17:00 CET.

^{*16} Phone support through Nextcloud Talk and 09:00-17:00 CET.