zephyrcloud
corporation

Products and Services

Zephyr Cloud

Zephyr Cloud Corporation was built from the ground up by industry veterans in the service provider space with one mission in mind: to simplify IT, and to help companies manage their users in a cost effective, scalable, and secure way.

With the proliferation of cloud-based infrastructure providers such as Amazon AWS, and Microsoft Azure, companies have quickly realized the challenge with working in the cloud. It's complicated, it's confusing, it oftentimes doesn't work as expected, and it requires highly technical individuals to get started.

This is where Zephyr Cloud comes in. We are a boutique IT company that specializes in networking, security, and virtualization technologies, as well as public, hybrid, and public cloud infrastructure. Since 2002, we've been working with companies who need help to get to the cloud, but do not have their own IT or Cloud experts.

Zephyr Cloud offers both turn-key solutions, and fully managed products and services that are designed to help take away significant amounts of work around managing users, email, collaboration, desktops, software, and hardware using virtualization technologies, in a simple all-you-can-use OPEX model.

We have built our entire company on one simple philosophy. Our customer's success is our success. To that end, we continuously strive to become a valued partner, and work diligently to ensure our customers are happy with the service we offer.

Virtual Desktop Services

Securely log in from any HTML5 compatible browser, or with RDP into a persistent Windows 10 Virtual Desktop Experience. Our servers are built for security, performance, usability, and reachability. All licenses included.

Virtual Desktop Infrastructure

Microsoft Azure Hosted Infrastructure in a standalone Virtual Network, includes:

- Azure Active Directory (AAD),
- Terminal services with RDP and HTML5 secured logins,
- 2x daily VDI server image backups.

Windows File Share – File Server
- With 100GB of storage, and secured with Azure AD user/folder permissions,
- 2x daily Shadow Copy snapshots.

Custom Application Hosting:
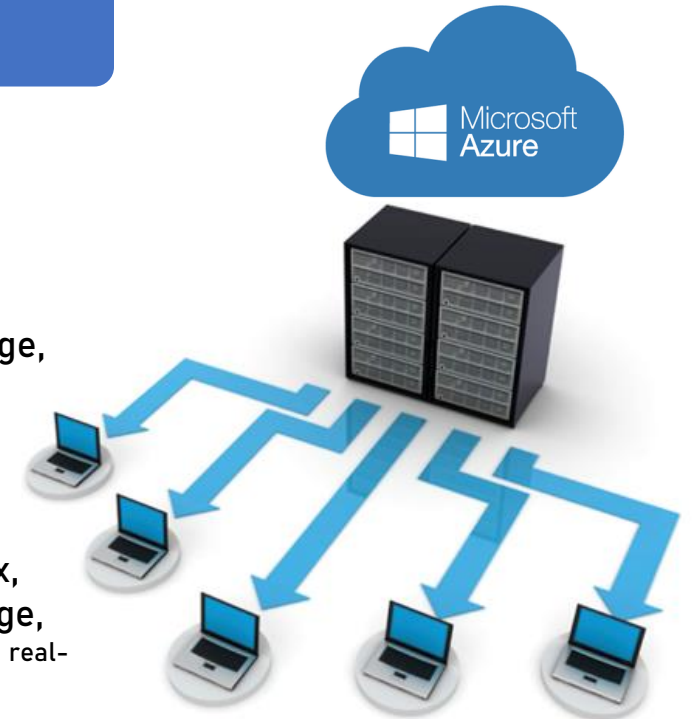- 1 free custom app installed (e.g., QuickBooks)*

Virtual Desktops:

Every Virtual Desktop includes:

- MS Office: Outlook, Word, Excel, PowerPoint, Access, and Publisher.
- Web-Browsers: Google Chrome, Firefox, MS Internet Explorer, MS Edge,

Unified Communications Services with Microsoft Office365 including:

- Outlook Exchange with 50GB mailbox,
- OneDrive with 1 TB of personal storage, (OneDrive is fully integrated into each VDI providing real-time personal data backup)
- Microsoft SharePoint,
- Microsoft Teams,
- Windows Defender, and more.

Microsoft Azure

* Custom Application must be OS compatible. Licenses are customer responsibility. High CPU/GPU intense applications may require stand-alone server.

Virtual Desktop Services

VDI Server
- $499 / Month*

VDI User
- Users 1–10 $89 / Month per user
- Users 11–25 $79 / Month per user
- Users 25+ $69 / Month per user

- $50 per month for every 50GB of additional storage   **File Server Storage Add-on**

- MS Project Professional $50 / Month per user
- MS Visio Professional $30 / Month per user   **Application Add-on**

Custom Application Add-on
- $50 / Month per application per server*

* Custom Application must be OS compatible. Licenses are customer responsibility. High CPU/GPU intense applications may require stand-alone server.
* Price is per Virtual Network. (e.g., 2x VDI load-balanced Virtual Networks, one hosted in Azure East and one in Azure West would equal listed price x 2)

Azure Infrastructure Services

Let us handle all your Azure Infrastructure needs. Our team of certified engineers will take care of your environment, so you can focus on the things important to you. Our services are designed to be co-managed as an extension of your IT department.

Managed Services

Our Managed Service include:

Scheduled MACD (Moves, Adds, Changes, Deletions) for existing Virtual Network and Virtual Machines under management.

Unscheduled MACD for existing Virtual Network and Virtual Machines under management with 4 hours notice.

24x7 monitoring for alerts based on agreed alert criteria.

• 24x7 support for service impacting issues affecting managed environment.

Professional Services

Please contact us for any professional services needs. Our expertise includes any services related to Azure Infrastructures, such as:

• Building new Virtual Networks and Virtual Machines,

• Integrating Public and Private Cloud Infrastructures.

• Installing Operating Systems and Applications,

• and more.

What's Included…
Azure Infrastructure Services

- $125 / Month for every 8 vCPU or 8GB of RAM under management.*

Azure Managed Services

- Fixed Firm Price per project with scope, or
- $250 / Hour for open engagements.

Professional Services

* For Example: 1–8 vCPU/RAM under management – $125,   9–16 vCPU/RAM under management – $250,   17 –24 vCPU/RAM under management – $375, etc.

What's Included...
Telephony Services

Zephyr Cloud's telephony services include everything you need to manage your Voice-over-IP services. As a Vitelity partner, we can manage all facets of your telephony needs with a secured cloud-hosted PBX service.*

VoIP/PBX Infrastructure

Our Telephony Services include:

- A dedicated Astrix server with Free-PBX interface, all setup and managed to your specifications.

- Unlimited virtual extensions, where you never have to worry about a per-seat price again.

- Routine server updates and security patching.

- 24x7 support for service impacting issues affecting managed environment.

Add-on Items

- Interactive Voice Response (IVR)/ Auto-Attendant. (Automatically route calls to the appropriate recipients.)

- International Direct Inward Dialing (DID) phone number.

- US/Canada DID phone number.

- Virtual Fax DID phone number.

- Toll Free DID phone number.

- DID phone number porting (move your phone # into our service.)

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* Zephyr Cloud's telephony services are cloud-hosted, and do not include any VoIP compatible handsets or teleconference devices.

Telephony Services

List of Services

The following is all inclusive in our VoIP/Server PBX pricing.

- Virtual Extensions, which allows you to direct dial anyone in your organization as if they were in the same office.

- Virtual Extensions for Conference Calls.

- Ring Groups

- Voice Mailbox with Email Forwarding.

- Find Me/ Follow Me.

List of Services

- Call Forwarding

- Call Waiting

- Call Screening

- Caller ID

- E911

- Voice Encryption

- HD Video Calling

- Support for any SIP-Enabled Handset or Soft-Phone

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Dedicated Voice Server

- $449 / Month. Includes unlimited extensions and 10,000 in/out-bound minutes to the US/Canada. 1.2 cents per minute thereafter.

- $125 Setup + $20 / Month per IVR Phone Directory

IVR Phone Directory

- $20 / Month per International DID

International DID

US/Canada DID
- $10 / Month per US/Canada DID

Toll Free DID
- $10 / Month per Toll Free DID

vFax DID
- $10 / Month per vFax DID

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Telephony Services

vFax Minutes	▪ 10 / cents per minute
Toll Free Minutes	▪ 3.3 / cents per minute
International Minutes	▪ Varies by country.
DID Number porting	▪ $25 per DID one time charge.

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