

# Google Apps for Work

Corporate-class Email & file storage at small business prices.

Discover a better way of working with Cloud based Email, Calendar & Documents that let you work from anywhere & share between your colleagues.



Apps for Work  
Authorized Reseller

**07 5527 7887**

[www.crystalit.com.au/cloud-solutions/google-apps](http://www.crystalit.com.au/cloud-solutions/google-apps)



# Overview - What is Google Apps ?

Google Apps for Work is a powerful cloud-based messaging and collaboration system for all businesses, from small business to large enterprises. Google Apps is 100% hosted by Google, which reduces IT costs, minimises maintenance and administration, and streamlines initial setup.

- Customized email addresses @yourbusiness
- Mobile access to your email, contacts, calendars and files – anywhere/anytime
- Accessible using your Microsoft products (Outlook, Word, Excel, etc)
- No additional hardware or software required
- Industry-leading anti-virus and spam filtering
- Data safely protected in the cloud with 30 day backup retention
- 24/7 support
- 99.9% uptime guarantee



## Features:



### Gmail for Business

Massive 30GB of email storage for each user with the option to buy more. Access on any computer or mobile device. Text, voice and video chat. Powerful search to find what you need, when you need it. Work fast, save time.



### Google Calendar

Create multiple calendars for personal, work and group purposes. Sync across all your devices. Share calendars with colleagues. Schedule and launch video conferences with up to 15 participants.



### Outlook Sync

Designed for Outlook die-hards, Google Apps Sync for Outlook allows users to access their email, contacts, calendar, tasks and notes by using Outlook 2003, 2007, 2010 & 2013 - seamlessly. You get the cost savings, security and reliability of Google Apps, while staff can use the interface they prefer.



### Google Drive & Docs

Access your files from any computer. Share files inside and outside the business. iPhone, iPad and Android editing of Google and Office docs. Sync your Drive files with your computer. Work on docs at the same time as colleagues. No Office software required to create, share and edit Docs.



### Google Vault

Google Vault is the add-on for Google Apps that lets you retain, archive, search, and export your organisation's email for eDiscovery and compliance needs. Vault is entirely web based, so there is no need to install or maintain any software.



### Message Security

A security platform provided by default to all Google Apps user, to provide effective protection from viruses and spam as well as malicious leaks of confidential information.



### Any Device

Feature-rich, browser-based technology works on any PC or Mac. No software to install. Works natively on iPhone, iPad and Android, with added features available from Google's free, targeted mobile apps.



### No Server Required

Zero-maintenance and no server to install or update. Google's world-class engineers handle everything for you. State-of-the-art technology with none of the hassle.

# More Than Five Million Businesses run Google Apps - Should Yours?

Here are the main reasons why so many businesses choose to run Google Apps for their business.



## **Anywhere, Any Device Access**

Google Apps helps you stay connected. You can choose between the power of rich email clients like Microsoft Outlook or Outlook for Mac, Mac Mail or the ease and reach of using dedicated Gmail Apps for mobile devices such as iPhone/iPad, Android, and Windows Mobile.



## **Different devices, same experience**

Your staff have the same data available to them, whether they're accessing Google emails, contacts, calendars & files from their mobile device, desktop or the web. Data is automatically synchronised and kept up to date across all devices.



## **No Upfront Investment**

We love supporting your success, but we understand the need to scale as you grow without investing in servers, software licenses, security, or ongoing system administration. With Google Apps, the only thing you'll pay up front is for our time to set you up, but that is still a fraction of what it would cost if you were to buy your own server(s).



## **Scalable - Pay as you Grow**

With a generous 30GB of data storage provided for every Google Apps user, you can scale your storage requirements and add additional mailboxes or storage, as and when required. There is no limit on the number of users you can have, and we can provide additional storage for specific users, if required, for a very low fee.



## **FREE Spam & Virus protection - Included**

Google servers boast industry-leading email protection, so all your company emails are passed through Google's anti-virus and anti-spam systems before they are delivered to your mailboxes. Whilst no system is perfect, Google mail protection systems block more than 99% of spam, viruses, worms and other harmful content. This protects your email infrastructure and the information that drives your business.



## **Backup & Recovery**

All data, whether emails or files, stored on Google's servers, are continually backed up and available for restoration, in cases where data is either accidentally or deliberately modified or deleted. By default, any modified or deleted data can be restored from the previous 30 days, however an infinite retention period is also available through an Extended Backup service. (A small additional charge applies to this service).



## **Use your preferred email client**

While Outlook (Windows & Mac) is the industry standard, you still have the freedom to use email clients such as Thunderbird, Entourage or Mac Mail. In fact, any email client which uses POP or IMAP will work with Google Apps.



## **Crystal IT Premium Support**

When things don't quite go to plan, you can contact our friendly and very knowledgeable support team. We're here to help your business run smoothly, and you get the same level of support which we have become famous for...just see some of the comments left by our clients on our testimonial page.



# Google Apps Packages & Pricing

Google Apps for Work	Basic	Secure	Unlimited	Promote
<b>Features</b>				
Storage (per user). Shared between Gmail and Drive	30 GB	30 GB	30 GB	30 GB
Customised email address @yourbusiness	✓	✓	✓	✓
PC Access (Windows/Mac) via Chrome browser	✓	✓	✓	✓
Mobile Device Access to your email, contacts, calendars & files	✓	✓	✓	✓
Dedicated Apps for Gmail & Google Drive	✓	✓	✓	✓
Sync with Outlook	✓	✓	✓	✓
POP/IMAP Access	✓	✓	✓	✓
Shared Contacts & Calendars	✓	✓	✓	✓
Mailbox Delegation (Shared Email)	✓	✓	✓	✓
Reminders (Desktop & Mobile devices)	✓	✓	✓	✓
Offline Access (via Chrome Offline or email client)	✓	✓	✓	✓
Creation of Groups (Distribution Lists)	✓	✓	✓	✓
Number of mailboxes per domain	Unlimited	Unlimited	Unlimited	Unlimited
Auto Responder (Out of Office/Vacation Responder)	✓	✓	✓	✓
Google Messaging Security (Antivirus & Antispam Filtering)	✓	✓	✓	✓
Standard Backup with 30 Days of Retention	✓	✓	✓	✓
<b>Premium Services Included</b>				
Extended Backup Service to Amazon Cloud		✓		
Google Vault (Compliance Archive & eDiscovery Service )			✓	
Branded Emails				✓
<b>Recurring Charges</b>				
<b>Monthly Cost (per mailbox)</b>	<b>\$10.00</b>	<b>\$14.00</b>	<b>\$17.00</b>	<b>\$17.00</b>
<b>Initial Setup Fee</b>				
Setup & Provisioning of Primary Domain / Secondary Domain(s)	\$500 / \$200	\$500 / \$200	\$500 / \$200	\$500 / \$200
Mailbox Setup fee per mailbox	\$150	\$150	\$150	\$150
Branded Email Account Setup Fee / Template Design Fee				\$50/ \$250
<b>Optional Charges</b>				
Data Migration per mailbox	\$150	\$150	\$150	\$150
Training	\$130 / hr	\$130 / hr	\$130 / hr	\$130 / hr

## Notes:

1. A mailbox has a primary email address and can have multiple alias email addresses associated with it, at no additional cost.
2. All subscriptions to Google Apps are provided on an annual subscription fee. Crystal will charge and collect fees in advance for all services offered.
3. Customer may terminate their subscription at any time by providing 60 days written notification.
4. All prices are GST inclusive
5. Our full Terms & Conditions are available at the end of this document.



# Google Apps - Packages Explained



## Basic Package

Google Apps for Work is more than just a secure, guaranteed version of Gmail. Google Apps for Work gives you control over your calendar, contacts, and documents. With free voice/video conferencing and secure Instant Messaging, you have a robust suite for managing your communications and information.

The Basic Package includes Google Apps for Work, full setup service for desktops and mobile device sync, calendar sharing, advanced security and auditing features, and unlimited backend support for you and your team.



## Secure Package

The Secure Package enhances the Basic Package (which holds the last 30 days of backup), with an extended backup and recovery service, which goes back infinitely, so that you can move into the cloud with peace of mind.

Our Extended Backup service backs up all your email, contacts, calendars and files stored in Google Drive, across to the Amazon cloud. These backups are stored infinitely, allowing you the ability to restore back from any point in time.



## Legal Package

The Legal Package adds to the Basic Package by providing a fully compliant email archiving and eDiscovery service. Designed for businesses with regulatory or policy needs, and offering up to 10 years of retention for legal holds. This service is ideal for legal and accounting practices.



## Promote Package

Combining the Basic Package with our Branded Emails platform, provides you with an opportunity to market your products and services, through every email sent from your company. Click alerts and weekly digest reports allow you to develop a clearer understanding of which promotional messages work and allows you to generate more enquiries which leads to sales.



## About us

Crystal IT (through its cloud division - CloudM8), helps small and mid-sized businesses to thrive by delivering cloud computing solutions. We align technologies with our client's goals, objectives and bottom lines. We leverage our expertise, vendor relationships and a diversified range of best-of-breed cloud services to create custom solutions with tangible value.



# Order Form

## Google Apps For Work

ABN: 45 392 575 130  
P: 07 5527 7887 F: 07 5527 7885  
www.crystalit.com.au sales@crystalit.com.au



### Customer Information

#### 1. Company Details

Business Name		ABN	
Address			
Suburb		Postcode	

#### 2. Authorised Representative

Full Name			Position	
Phone		Fax		Mobile
Email				

#### 3. New Customer (Tick appropriate box)

☐ I am a new customer ☐ I am an existing customer

### Domain Details

#### 4. Provide the primary domain for the Hosted Exchange Service

Domain Name	www.
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#### 5. Current Domain Name/Hosting Status

☐ This is a new domain name to be registered and hosted by Crystal IT Solutions - go to item 7  
- For new Domain Name Registrations and hosting, a separate Domain and Hosting Order Form must be completed

☐ The domain name is hosted by another provider – complete the DNS hosting questions below at item 6

#### 6. Current DNS Hosting Provider

Please provide name of your current DNS Hosting company	
Contact details such as contact name and number and/or email address	
Provide Registry Key or Username & Password to your DNS Zone	

### Google Apps For Work Packages

#### 7. Select the Google Apps package for your domain. Tick one box only (Please read notes below)

Tick One	Description	Monthly Rate (per mailbox)	Notes	Quantity (No. of mailboxes)
<input type="checkbox"/>	Google Apps – Basic Mailbox	\$10.00	<b>30GB Storage per mailbox</b>	
<input type="checkbox"/>	Google Apps – Secure Mailbox	\$14.00	<b>30GB Storage per mailbox plus Extended Backup Service</b> -Infinite backup & retention of all Google mail, contacts, calendars & Drive files -Backup for all users or only selected users	
<input type="checkbox"/>	Google Apps – Unlimited	\$17.00	<b>Unlimited Email &amp; Google Drive Storage plus Google Vault Service</b> -Compliance Archive & eDiscovery Service for legal holds and matter -Up to 10 year retention period -Archive individual users or entire organisation	
<input type="checkbox"/>	Google Apps – Promote Mailbox	\$17.00	<b>30GB Storage per mailbox plus Branded Emails</b> -Branded email signature platform for promoting products/services on every email sent -Click alerts provide instant notification on who is has clicked on you links -Weekly analytic reports provide graphs to identify which message are working	

**Notes:**

1. A mailbox has a primary email address and can have multiple alias email addresses associated with it, at no additional cost.
2. All subscriptions to Google Apps are provided on an annual subscription fee. Crystal will charge and collect fees in advance for all services offered.
3. Customer may terminate their subscription at any time by providing 60 days written notification.
4. All prices are GST inclusive

### Payment Details

#### 8. Payment Method

☐ Pay on invoice; OR ☐ Pay by Credit Card (please debit the credit card below with monthly/annual fees)

#### 9. Credit Card Details (Note: A credit card surcharge of 2.5% applies to any credit card transactions)

Card Type		Cardholder Name			
Card Number		Expiry Date	/	CVN/CVV	
Cardholder Signature	x				



# Order Form

## Google Apps For Work

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### Initial Setup Fees

#### 10. Setup & Provisioning of Primary & Secondary Domains

Tick	Description	One-Off Setup Fee	Provide Domain Name(s) for this Hosted Exchange Service
<input type="checkbox"/>	Setup & Provisioning of Primary Domain	\$500	www.
<input type="checkbox"/>	Setup & Provisioning of Secondary Domain(s)	\$200 per	www. www.

#### Setup & Provisioning of your domain also includes:

1. Perform audit of customer's requirements
2. Collate & document listing of user mailboxes, aliases, access & sharing requirements, mobile device usage and any other client specific configurations
3. Check client's hardware & software meet minimum system requirements
4. Setup & provision your Hosted Exchange infrastructure
5. Perform Domain Name verification

#### 11. Mailbox Setup Fee

Tick	Description	Setup Fee (per mailbox)	Notes	Quantity (No. of mailboxes)
<input type="checkbox"/>	Mailbox Setup	\$150	Number of mailboxes to be setup	

#### Mailbox Setup includes:

1. Setup user mailboxes, alias emails & groups (distribution lists)
2. Setup Public or Resource folders
3. Configure email account in client software on user's PC (Outlook, Mac Mail, etc)
4. Setup contact/calendar sharing and/or email delegation (as required)
5. Setup mobile device for sync (iPhone/iPad, Android, Windows, Tablet, etc)

### Branded Emails Setup Fees

#### 12. If the "Promote Mailbox Package" was selected at item 7, please enter amounts in the "Quantity" column below.

Description	Cost	Quantity
Branded Emails - Account Setup Fee	\$50.00 / mailbox	mailboxes
Branded Emails - Template Design Fee	\$250.00 / template	templates

### Optional Services

#### 13. Mailbox Migration (Optional)

Tick	Description	Migration Fee (per mailbox)	Notes	Quantity (No. of migrations)
<input type="checkbox"/>	Mailbox Migration	\$150	Mailbox migration can be performed for all or only a selected number of mailboxes/users.	

#### Mailbox Migration includes:

1. Migration of Emails, Contacts, Calendars & Tasks from previous email system to Exchange
  2. Migration of Nickname (Suggested Contacts) file
- NB: migrations for companies with many users may take a number of days to complete

#### 14. User Training (Optional)

Tick	Description	Training Fee (per hour)	Notes	Quantity (No. of hours)
<input type="checkbox"/>	User Training	\$130	Provide an estimate of the number of hours required.	

#### Training can be provided in the following topics:

1. Working with Shared Calendars
2. Working with Shared Contacts
3. Working with Public Calendars
4. Working with Outlook Web Access

### Customer Authorisation

#### 15. Customer Declaration

- ☐ YES, I have read, understand and agree to the Crystal IT – Google Apps for Work Terms and Conditions on this Order Form and at [www.crystalit.com.au](http://www.crystalit.com.au) and accept them in full. I am 18 years or older and enter into this agreement as the Customer, or on behalf of the customer as their authorized representative.
- I understand that by signing and clicking submit, this Order Form shall become legally binding, and that my subscription will be non-cancellable before its anniversary date.

Full Name		Position	/ /
Signature		Date	

Please complete this form on line, then print off and sign the Customer Authorisation AND Credit Card Authorisation section (if applicable) and fax, post or email both pages to Crystal IT

Not supported in Chrome or Firefox

# Google Apps for Work Terms & Conditions

## Definitions:

**Client** – the entity who engages our services. The entity may be an individual, partnership, trust or incorporated body.

**Provider** – the entity that provides the products, services and solutions to the Client and includes *Crystal Integrated IT Solutions* or *CloudM8*.

**Sites** – includes any website or cloud-based system which the Provider and/or Client accesses as part of the Subscription Service, and may include sites which the Provider has either full control over or for which it may be a reseller or partner of.

**Services** – includes all services, products and solutions provided by the Provider to the Client.

**Subscription** – A service (or collection of services) offered by the Provider, which the client has subscribed to.

**Subscriber** – A client who has subscribed to a service(s)

**Subscription Fees** – Annual fees charged by the provider for subscriptions

**Subscription Period** – the duration of the subscription (in most cases this will be annual).

## Fees:

As a Subscriber, you agree to pay our then-current and applicable subscription fees for the Service(s), based on the level of Services for which you sign up. Your use of the Services are limited to the restrictions established in your applicable plan (e.g. number of accounts or storage quotas). The Provider charges and collects subscription fees in advance for all Services offered. Unless you designate in your Subscription preferences or notify us that you do not want your subscription to be auto-renewed, you agree that we may automatically renew your Subscription to the Services and automatically charge you the then-current renewal fees for such renewed subscriptions and that we may use the credit card associated with your subscription, at the beginning of each recurring period.

You further acknowledge, that our annual subscription fee includes support for any requested changes, modifications and/or troubleshooting of the Google back-end (limited to alterations or reconfiguration within the Google Administration portal, and excludes support for Google Sites), and that any support required which involves trouble-shooting or reconfigurations outside of the Google back-end, are not covered by your subscription and

are separately chargeable at our prevailing hourly rates. You further acknowledge that prices may change over time due to exchange rate fluctuations.

## Non-Payment:

You agree that we may cancel or suspend your access to any Services if, at any time, you have not paid all fees that you owe to us. Strict adherence to payment terms must be observed by the Client to ensure continuity of service. In the event we are unable to collect the fees you owe us, we may take any other steps we deem necessary to collect such fees from you, and that you will be responsible for all costs incurred by us in connection with such collection activity, including collection fees, court costs and legal fees. Any amounts not paid when due, shall bear interest at the rate of one and one half percent (1.5%) per month, or the maximum legal rate, if less.

## Changes to Services or Subscription:

Clients are able to increase or upgrade their subscription at any time during the subscription period, in order to add capacity or the number of user accounts or to add additional services to their subscription, by providing a written request of their requirements to the Provider. Upon receipt, the Provider will make the necessary adjustments. Pro-rata charges will be raised for the balance of the subscription period. Requests to reduce the subscription will only take effect from the end of the current subscription period. Please note that the majority of Google and related applications have an annual commitment.

## Notice for Termination of Service or Subscription:

The Client or Provider may terminate the subscription or a service offered under a subscription, at any stage by providing 60 days written notice to the other party, except where the Provider terminates a service due to non-payment.

## Data Uploads:

Some ISP's add uploaded data to your monthly download allocation (please check with your ISP). The Provider accepts no responsibility for excess upload or download charges.

## Data Availability/Data Loss:

We may maintain regular backups of data to recover from any software/hardware failures. We do not make any representations or warranties about protection of your data nor guarantee data availability whatsoever. You expressly agree that your use of the Sites and/or Services is at your sole risk. Both the site and services are provided by us on an "as is" and "as available" basis. We expressly disclaim all warranties of any kind, whether express or implied, including, but not limited to, any warranties of merchantability, fitness for a particular use or purpose, non-infringement, title, operability, condition, quiet enjoyment, value, accuracy of data and system integration. We make no warranty that the site and/or services will meet your requirements, or that the site and/or services will be uninterrupted, timely, secure, or error free; nor do we make any warranty as to the results that may be obtained from the use of the site or services, or that defects in the site or services will be corrected. You understand and agree that any material or information downloaded or otherwise obtained through the use of the site or services is done at your own discretion and risk and that you will be solely responsible for any damage to your computer services or loss of data that results from the download of such material and/or information. No advice or information, whether oral or written, obtained by you from us through the site, services, or otherwise will create any warranty, representation or guarantee not expressly stated in these terms of use.

## Limit of liability

You acknowledge and agree that we are only willing to provide access to the Services if you agree to certain limitations of our liability to you and to third parties. You understand that to the extent permitted under applicable law, in no event will we or our officers, employees, directors, parent companies, subsidiaries, affiliates, agents or licensors be liable for any indirect, incidental, special, consequential or exemplary damages, including but not limited to, damages for loss of revenues, profits, goodwill, use, data, lost opportunities, or business interruptions or other intangible losses (even if such parties were advised of, knew of or should have known of the possibility of such damages, and notwithstanding the failure of essential purpose of any limited remedy), arising out of or related to your use of or access to, or the inability to use or to access, the site, the services or your backed up data, regardless of whether such damages are based on contract, tort (including negligence and strict liability), warranty, statute or otherwise.

If you are dissatisfied with any portion of the Service(s), your sole and exclusive remedy is to discontinue use of our services.

Some jurisdictions do not allow the exclusion of certain warranties or the limitation or exclusion of liability for incidental or consequential damages. Accordingly, some of the above limitations and disclaimers may not apply to you. To the extent that we may not, as a matter of applicable law, disclaim any implied warranty or limit liabilities, the scope and duration of such warranty and the extent of our liability will be the minimum permitted under such applicable law.

Without limiting the foregoing, under no circumstances WILL WE be held liable for any delay or failure in performance resulting directly or indirectly from acts of nature, forces, or causes beyond our reasonable control, including, without limitation, Internet failures, computer equipment failures, telecommunication equipment failures, other equipment failures, electrical power failures, strikes, labour disputes, riots, insurrections, civil disturbances, shortages of labour or materials, fires, floods, storms, explosions, acts of God, war, governmental actions, orders of domestic or foreign courts or tribunals, OR non-performance of third parties

## Indemnification:

You agree to indemnify, defend and hold harmless the Provider, our parent company, subsidiaries, affiliates, officers, directors, co-branders and other partners, employees, consultants and agents, from and against any and all third-party claims, liabilities, damages, losses, costs, expenses, fees (including reasonable legal fees and court costs) that such parties may incur as a result of or arising from (i) any of your Content or Backed up Data, (ii) your use of the Site or Services, (iii) your violation of these Terms of Use, (iv) your violation of any rights of any other person or entity, or (v) any viruses, trojan horses, worms, time bombs, or other similar harmful or deleterious programming routines input by you into the Site or Services.