

Better Technologies

Version 1.3
07/05/2024

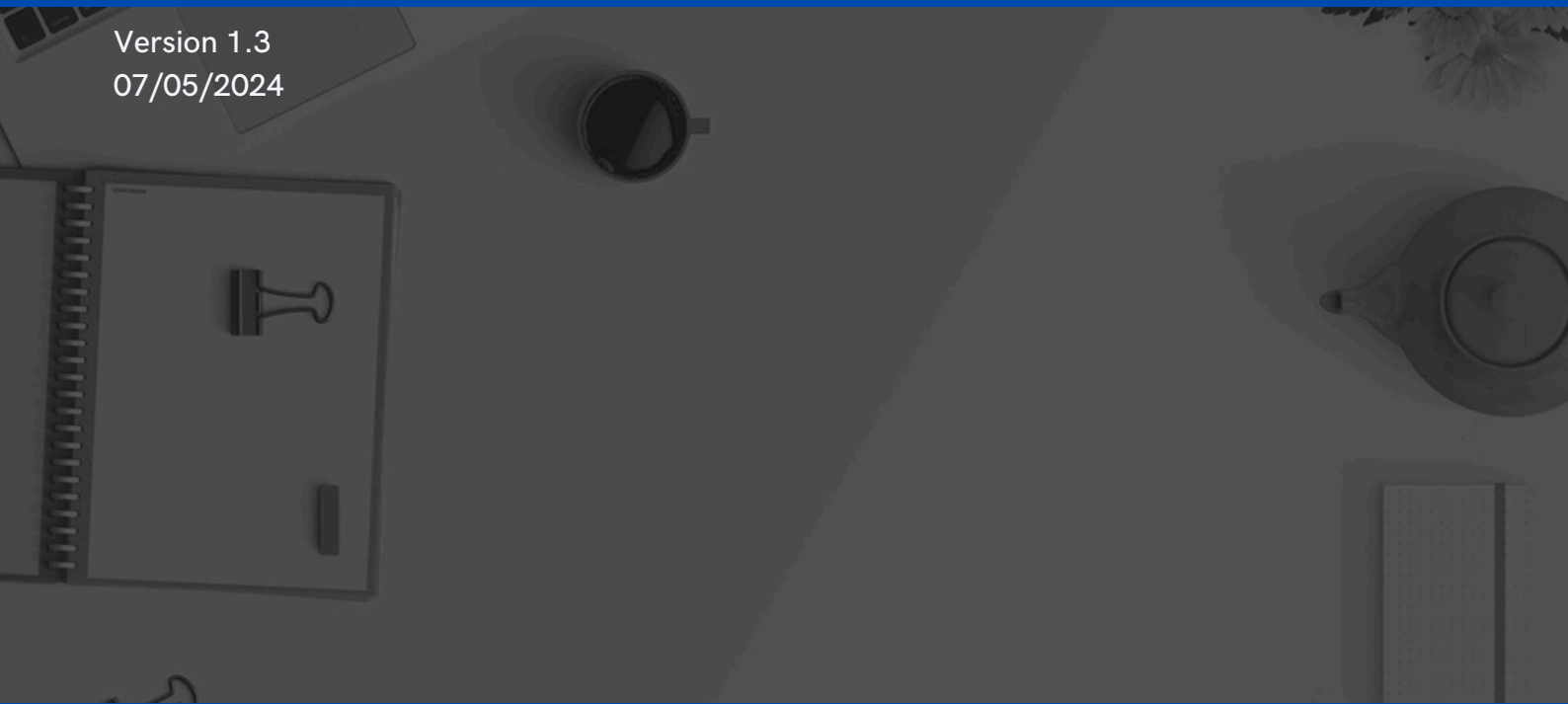
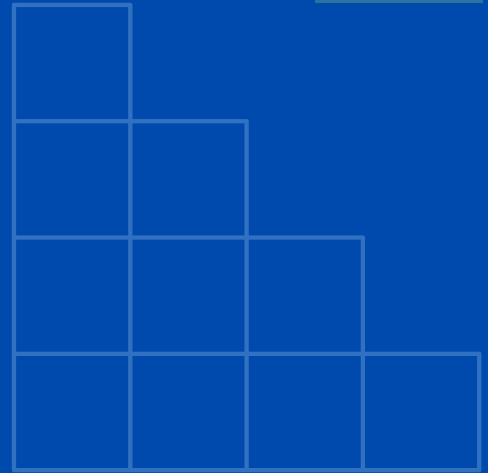


Table of Contents

Foreword	3
Introduction	4
Objectives	5
Solution Breakdown	6
Package Summary	8
Package Details	10
Pricing Information	14
Frequently Asked Questions	15
Why Us?	16

Foreword



**“ I STRONGLY BELIEVE
LEVERAGING CLOUD
INFRASTRUCTURE AND
SOFTWARE CAN HELP
ORGANISATIONS
STREAMLINE
OPERATIONS, IMPROVE
PRODUCTIVITY, AND
DRIVE INNOVATION
WHILE MINIMIZING
COSTS AND //
COMPLEXITY. ”**

Nana Yaw Bempong

Founder

Introduction

FIRSTLY THANK YOU FOR CONSIDERING US! IF YOU'RE RECEIVING THIS THEN WE'VE DETERMINED YOU'RE THE KIND OF ORGANISATION WE WANT TO WORK WITH, THE KIND WE CAN HELP!

We want to provide you with an IT System that just works...and keeps on working. That is the reason why we've leveraged our experience and expertise to design a solution for you that meets both our goals. Our recommended solution is proven to be one of the best in the world. It is easier for start-ups to adopt but there are so many benefits that even long-established companies will see the benefits of migrating to this system.

If you are tired of:

- Recurring issues costing you time and money
- Dealing with unprofessional customer service
- Unexpected IT spending

And would like to:

- Enjoy the advantages of not having bulky expensive hardware in your office.
- Fixed IT spend that covers all your needs.
- Have the ability to work from anywhere and scale your business as it grows

Then keep reading.



Objectives

Our main goal is to offer a seamless solution to minimize interruptions in your work. We aim for you to rarely need assistance as IT should support your business, not take up your time.

We want your systems to keep working. The less fixing we have to do, the better for both of us. Our proactive monitoring will ensure all is well. You get an enterprise solution that just works, and we get a solution that does not require unscheduled work. This allows us to offer you lower prices. Win-win for both of us. Most people only speak to IT support when there is a problem, we hope to change that. We want you to speak to us when you need advice or when we provide you with an update to let you know all is well.

A few of our other objectives are:

Keeping it simple - Unnecessary complexity increases the number of things that can go wrong. Simplicity is part of the reason our solutions are so robust.

Never compromise on quality - We use best-in-class systems. All carefully selected based on extensive industry experience and expertise.

Provide you with great customers service - We show up on time, and do what we say. We take customer service very seriously.

Become a Key Partner - Provide you with advice that will help you out-perform your competitors and innovate in your field.



Solution Breakdown

THE SOLUTION WE PROVIDE HAS DIFFERENT COMPONENTS. THEY ALL COME TOGETHER TO MAKE SURE ALL YOUR NEEDS ARE MET.

GOOGLE WORKSPACE AND MICROSOFT 365 ARE THE CORE OF OUR OFFERING. THEY ARE WORLD LEADERS IN PRODUCTIVITY SOFTWARE .

1

Email and Calendaring

Use Microsoft's or Google's top-tier business email and calendaring solution.

2

User Management

Determine who can access (or even see) company files and what level of access they have. Helps you keep track of who's doing what.

3

Workstation Management

Ensure devices are only used by staff, set permissions, manage device security, and safeguard against cyber threats.

4

Resilient Systems

Our solutions are designed to ensure uninterrupted work with full capacity from anywhere, protecting against power outages and hardware failures.

5

Robust and secure data

Our solution ensures the safety of your business data by securing it, and protecting against accidental deletions and ransomware.

6

Strategic consulting

Benefit from our expert advice to stay ahead as technology changes. We tailor our solutions to your unique challenges, ensuring the best for your business.

Package Summary

Microsoft Package Selection - Key Differences

- Bronze - Everything is web and mobile based (Outlook, Word, Excel, PowerPoint and Teams, etc).
- Silver - Bronze plus Downloadable desktop software.
- Gold - Silver plus User, Files and Device management.

Google Package Selection - Key Differences

- Bronze - Web and Desktop software. Up to 100 participant video meetings, 30GB storage per user.
- Silver - Bronze plus up to 150 participants video meetings and meeting recording. 2 TB storage per user.
- Gold - Silver plus up to 500 participant video meetings with attendance tracking, 5 TB storage per user, Vault and advanced endpoint management.

Add-on Packages

- Online Backup Add-on - Protect against accidental/malicious deletion and Ransomware
- Website Creation and Hosting - Let us know what you need and we can create and host a professional business website.

We can combine elements of each package to meet your unique needs.

Package Details
















Look at the features you want and match that to the package that is the closest fit. We can customise and provide add-ons to ensure you have something that works for your business. If you're not sure just speak to us and we'll help you pick the best solutions.

Microsoft Packages

	Bronze (web and mobile only)	Silver (desktop apps included)	Gold (device, data and user management)
Microsoft Word, Excel, PowerPoint and Outlook Web and Mobile Apps	★	★	★
Email and Calendaring	★	★	★
OneDrive 1TB Storage per person	★	★	★
Microsoft Teams Web and Mobile Apps	★	★	★
Microsoft SharePoint	★	★	★

	Bronze	Silver	Gold
Microsoft Word, Excel, PowerPoint and Outlook Desktop Apps			
Microsoft Clipchamp (Video Editing)			
Microsoft Loop (Collaboration)			
Microsoft Intune (Device Management)			
Windows Defender Antivirus and management			
Microsoft Entra ID (user management and authentication)			
Microsoft Information Protection			

Google Packages

	Bronze (Fewer participants and storage)	Silver (More participants and storage)	Gold (Enhanced security, endpoint and email management)
Google Docs, Sheets, Slides, Keep, Sites, Forms, AppSheet			
Email and Calendar			
Security and management controls			
Google Drive 30GB per user			
Google Drive 2 TB per user			
Google Drive 5 TB per user			
Paid upgrade to Enhanced Support			

	Bronze (Fewer participants and storage)	Silver (More participants and storage)	Gold (Enhanced security, endpoint and email management)
100 participant video meetings			
150 participant video meetings plus recording			
500 participant video meetings plus recording and attendance tracking			
Enhanced Security and management controls including vault and endpoint management			

Pricing information

- The prices listed below are for the software and licensing and our retainer. Microsoft and Google options are changed the same. Hardware costs have not been included. You can either use your own hardware or we can assist you in obtaining hardware.
- Pricing is simple and based on the number of users. We want you to be able to look at the level you want, count the number of users (don't forget you'll need an administrator account), and estimate your monthly costs. Simple!
- We are happy to combine aspects of each package into a unique offering for your business. For example, you could have a 2 people on Gold and the rest on Bronze. It all depends on what you need.

Package	Setup Fee	Price Per User	Migration Fee if required (per user)
Bronze	\$320	\$10	\$65
Silver	\$520	\$21	\$100
Gold	\$770	\$40	\$130

ADD-ONS

CLOUD BACKUP - \$4 per month/per user (E.G. 3 users would be \$12 per month).

- Protection against ransomware and accidental/malicious data deletion.
 - An incorruptible copy is kept as protection against ransomware and compromised systems. You will never be held hostage by hackers.
- Be secure knowing that your data is backed up and can be restored whenever you like.

WEBSITE CREATION and HOSTING - This will depend on your requirements. We can provide a quote after a discussion.

Frequently Asked Questions

Can we have our custom email domain?

You can choose the domain name to get yourname@yourcompany.com as part of the setup. As long as nobody else has that domain already.

What is the monthly fee for?

Most of the fee is for Microsoft's licensing and a portion of the monthly fee for our retainer. This is for the time we will use to ensure your systems are running well and to generate the monthly report we provide.

Does the retainer cover all IT support?

We try to keep your costs down. The systems we provide and the proactive steps we take should mean your service rarely fails. The retainer does not cover anything we haven't setup for you. If you want us to support the systems we haven't provided like printers, etc we can discuss a solution for that.

If I leave you a message how long will it take before you respond?

We have a 4-hour SLA. That means that although we respond much quicker, the longest you will wait is 4 hours*

What kind of support do you offer?

We offer telephone and remote support onto your computer. Onsite is available depending on your solution.

Do you cover our hardware?

We focus on the software for your business as part of our standard packages. If you need hardware purchasing, support and repair you can speak to us about that as an add-on to the service.

Do you expect payment in dollars?

No we take cedis payments but quote in dollars because licensing is paid to American companies in dollars. This helps avoid frequent price adjustments.

* The 4 hours stated is business hours.

Why Us?

- Expertise and Experience: Decades of international experience providing the best solutions and service to SMBs.
- Customized Solutions: We tailor our services to align with your unique business requirements, budget constraints, and growth objectives.
- Scalability: We can seamlessly scale our services as your business grows and evolves. We can do this without interrupting your service.
- Proactive Support and Monitoring: Unlike some providers, we do not benefit from your services going down. We take proactive steps to ensure you don't have any interruptions.
- Security and Compliance: We can provide cybersecurity and compliance that meets US and UK industry regulations. We can even protect against ransomware.
- Reliability and Availability: We pride ourselves on being reliable. You won't have to wait a few days for "the guy" to come to view your issue. Avoid that frustration.
- Excellent Communication: We send your scheduled reports to let you know how things are. We also provides updates in the unlikely even that we're dealing with an issue for you.
- Cost-Effectiveness: By embracing cloud technology we can offer you enterprise services at cost effective prices. Paying monthly allows you to avoid large upfront spending and spread the cost as you grow.
- Cultural Fit: We understand your needs and the environment you're working in. That is why we can provide you with an exceptional service.

GET IN TOUCH!

☎ +233 209034895

✉ help@bettertechnologiesgh.com

➤ <https://bettertechnologiesgh.com>

