Cloud Business Server – Data Sheet
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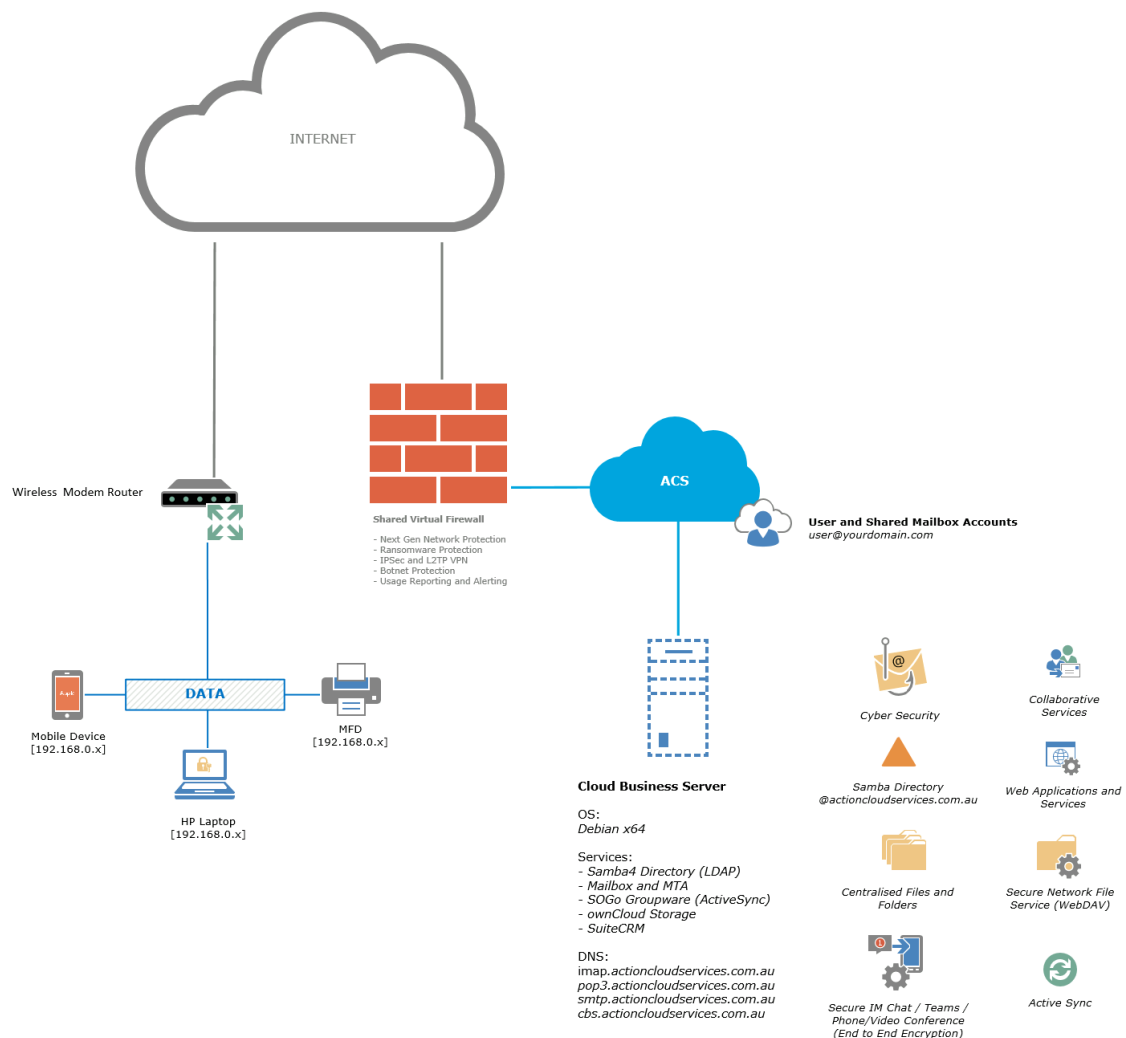
CLOUD
BUSINESS SERVER

Summary

The Cloud Business Server is a private, secure and locally hosted Cloud service tailored made for Australian business to operate remotely, with great collaboration tools, excellent Cyber security and compliance standards.

Cloud Business Server (CBS) has been developed and tested with the aim of providing a reliable, easy to use, fully managed, highly secure and cost effective Cloud solution for small to large businesses.

Using open source operating systems and applications Action IT Services develop, test and package together services required to operate your business or start-up in the rapidly growing digital age.

We are using the Linux distribution Debian x64 as our operating system due to its well-developed and stable platform. Debian is efficient operating system with minimal cloud resources and has an excellent history of constant updates.

INTERNET

Wireless Modem Router

Shared Virtual Firewall

- Next Gen Network Protection
- Ransomware Protection
- IPSec and L2TP VPN
- Botnet Protection
- Usage Reporting and Alerting

ACS

User and Shared Mailbox Accounts
user@yourdomain.com

DATA

Mobile Device
[192.168.0.x]

MFD
[192.168.0.x]

HP Laptop
[192.168.0.x]

Cloud Business Server

OS:
Debian x64

Services:
- *Samba4 Directory (LDAP)*
- *Mailbox and MTA*
- *SOGo Groupware (ActiveSync)*
- *ownCloud Storage*
- *SuiteCRM*

DNS:
imap.actioncloudservices.com.au
pop3.actioncloudservices.com.au
smtp.actioncloudservices.com.au
cbs.actioncloudservices.com.au

Cyber Security

Collaborative Services

Samba Directory
@actioncloudservices.com.au

Web Applications and Services

Centralised Files and Folders

Secure Network File Service (WebDAV)

Secure IM Chat / Teams / Phone/Video Conference (End to End Encryption)

Active Sync

Technical Details

The following list outlines Cloud Business Server key services and features:

- Domain Name Hosting (DNS) with Domain Name System Security Extensions (DNSSEC).
- Centralised authentication with single sign on (SSO) using LDAP and Kerberos with user password web client.
- Mailbox Transfer Agent (MTA) server providing access via IMAP(S), POP3(S), Active Sync and Webmail.
- Mail Transfer Agent (MTA) filter services include and not limited to anti-malware, anti-spam, SPF, DKIM and DMARC.
- Unlimited Virtual Domains and Aliases.
- Collaboration services provided by SOGo with shared contacts and calendars using Active Sync, CalDAV and CardDAV.
- Mailbox quota, retention and spam learning services.
- Cloud file storage and file sync and share services using ownCloud . Securely providing access to your data through a web interface, owncloud or WebDAV clients. Easy access across multi devices (Windows, Mac, Linux, iOS & Android)
    Securely share files or folders with your team or external users (customers and/or sub-contractors).
- Automatic SSL Certificate management and SSL/TLS secure connections for all services.
- Automate and streamlines business operations with your choice of open source customer or project management software:
    - SuiteCRM is a relationship management (CRM), for actionable insights into customers, boosts conversions, helps increase sales, bolster customer care and innovation.
    - vTiger CRM is a relationship management software that helps you track and nurture customers across marketing, sales, and customer service.
    - OpenProject is project management software with, task management, Gantt charts, team collaboration, bug tracking, Scrum, roadmap, and Time and cost reporting.
- Security hardened and monitored using Sophos Server Protection and applications such as fail2ban.
- Shared or dedicated next generation firewall and network protection for advanced malware and intrusion threat protection.
- ZFS file system is used for mailbox and ownCloud data. ZFS increases IO performance, compression using LZ4 and de-duplication services. These services on average reduce total Cloud storage requirements between 20-30%.
- Collaboration even more with Teams, Instant Messaging and Video conferencing using Matrix server and Element io.

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Plans and Rates – Cloud Business Server (Dedicated)

Action Cloud Services, Cloud Business Server has been developed and tested with the aim of providing a reliable, private, easy to use, fully managed, secure and cost effective dedicated Cloud Business Server solution for small to medium business.

	BASIC	SMALL	MEDIUM	LARGE
Processing Power (vCPUs):	1	2	4	8
Virtual Memory (vRAM):	2GB	4GB	8GB	12GB
Cloud Storage Space (Virtual Disk):	50GB	150GB	250GB	500GB
Domain Name Hosting (DNS) with DNSSEC:	Unlimited	Unlimited	Unlimited	Unlimited
Virtual Mail Domains, Mailboxes & Aliases (IMAP/POP3/CALDAV/CARDDAV/ACTIVESYNC):	Unlimited	Unlimited	Unlimited	Unlimited
Calendars, Contacts, Tasks, Notes & Distribution Lists:	✔	✔	✔	✔
Antivirus, Antispam, Advanced Malware Protection (Ransomware Protection):	✔	✔	✔	✔
Secure Cloud Storage with ownCloud (ownCloud, WebDAV and Web Clients) :	✔	✔	✔	✔
Collaborative Services with OnlyOffice:	✔	✔	✔	✔
Migrate existing Active Directory:	✔	✔	✔	✔
Customer Relationship Management (CRM) (vTigerCRM or SuiteCRM)			✔	✔
Teams, Instant Messaging and Video Conferencing:	✔	✔	✔	✔
Shared Next Generation Firewall Protection:	✔	✔	✔	✔
Automated SSL/TLS Certificate Services:	✔	✔	✔	✔
Dedicated Public IPv4 Address:	1	1	1	1
Private IPv4 (Virtual Clolud Subnet):	/30	/29	/28	/27
Standard CBS Backup:	✔	✔	✔	✔
Fully Managed CBS:	✔	✔	✔	✔
Initial Setup:	FREE	FREE	FREE	FREE
Basic Support:	✔	✔	✔	✔
Monthly Fee Per CBS (Ex-GST):	**$159.00**	**$229.00**	**$339.00**	**$479.00**

- Unlimited users, mailboxes and aliases, limited only by Virtual Disk (Cloud Storage) available free space and Cloud virtual server resources to run your Cloud Business Server required services.
- Domain name required for dedicated plans, available upon request.
- Basic support is provided to ensure all Cloud services and included licensed software is stable, functional and fast.
- Initial setup does not include migration of existing emails, file or folders and a quote will be provide for cloud transitional services (professional implementation services).
- Increased backup frequency and additional off-site restore points and enhanced protection, such as disk encryption, VPN, MFA, real time logging and security assessment services available through our Plus, Pro, Max and Ultimate add-on packages.

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Plans and Rates – Cloud Business Server (Professional)

Action Cloud Services, Cloud Business Server has been developed and tested with the aim of providing a reliable, private, easy to use, fully managed, secure and cost effective shared (multi-tented) Cloud Business Server solution for start-ups, single users and small business.

	BASIC	SMALL	MEDIUM	LARGE
Cloud Storage Space (Email + Data):	25GB	100GB	500GB	1TB
Domain Name Hosting (DNS):	Unlimited	Unlimited	Unlimited	Unlimited
Virtual Mail Domains & Aliases (IMAP/POP3/CALDAV/CARDDAV/ACTIVESYNC):	Unlimited	Unlimited	Unlimited	Unlimited
Mailbox, Calendars, Contacts, Tasks & Notes:	✔	✔	✔	✔
Antivirus, Anti-spam, Advanced Malware Protection (Ransomware Protection):	✔	✔	✔	✔
Secure Cloud Storage with ownCloud (ownCloud, WebDAV and Web Clients) :	✔	✔	✔	✔
Collaborative Services with OnlyOffice:	✔	✔	✔	✔
Customer Relationship Management (CRM) (vTigerCRM or SuiteCRM)			✔	✔
Teams, Instant Messaging and Video Conferencing:	✔	✔	✔	✔
Shared Next Generation Firewall Protection:	✔	✔	✔	✔
Automated SSL/TLS Certificate Services:	✔	✔	✔	✔
Shared Public IPv4 Address:	✔	✔	✔	✔
Standard CBS Backup:	✔	✔	✔	✔
Fully Managed CBS:	✔	✔	✔	✔
Initial Setup:	FREE	FREE	FREE	FREE
Basic Support:	✔	✔	✔	✔
Monthly Fee Per User (Ex-GST):	$9.80	$13.80	$19.80	$29.80

- *Fully managed cloud service with secure private data per user on shared Cloud infrastructure.*

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Support and Optional Extras

Action Cloud Services included support services and additional extras.
Users get access to the support portal and are able to submit support request's directly to support@actionitservices.com.au
or call **1300 306 137**

	BASIC	SMALL	MEDIUM	LARGE
Fault Call Logging Window:	9x5x5	9x5x5	8x6x7	24/7/365
Resolution Target Time:	24 Hours	12 Hours	6 Hours	2 Hours
Resolution Window:	8AM-6PM	8AM-6PM	24/7/365	24/7/365
Extended Support Available[1]:	✔	✔	✔	✔
Additional Public IPv4 Address:	$2.50/Month	$2.50/Month	$2.50/Month	$2.50/Month
Additional Private IPv4 Subnet:	/29 $1.50/Month	/28 $2.00/Month	/26 $3.00/Month	/24 $4.00/Month
Additional Processing Power (vCPUs):	1 $2.50/Month	2 $4.00/Month	4 $6.00/Month	8 $8.00/Month
Additional Virtual Memory (vRAM) (per GB):	1GB $2.50/Month	2GB $4.00/Month	4GB $6.00/Month	8GB $8.00/Month
Additional Cloud Storage (Virtual Disk) (per GB):	1GB $0.50/Month	2GB $1.50/Month	10GB $2.50/Month	50GB $4.00/Month
Dedicated Firewall Protection[2]:	Quote	Quote	Quote	Quote

[1] *Extended support services are available upon request.*
[2] *Sophos and WatchGuard dedicated virtual next generation firewalls options available.*