



6040 Unity Drive
Suite N
Norcross, GA 30071
t. 404-875-8488 f. 404-260-9153

Project Opportunity Quote

10033

Questions? <https://econcierge.rjonetworks.com>

Quote Date: Jun 1, 2022 **Valid Through:** Jun 16, 2022 **Payment Terms:** Net 15

Quoted To:

Sharon Silva
Sharon Silva
2660 Peachtree Road, NE
Unit 8D
Atlanta, GA 30305

Prepared By:

Bernard Boamah
IT Support Technician



Phone: (404) 680-3739
Email: stsilva76@yahoo.com





Phone: 404-875-8488 x107
Email: bernard@rjonetworks.com


Quote Request

RJO eConcierge request from Sharon, "The Nas you speak of, can we talk a little more about it and let me know what the cost for that is? But more importantly I guess my question is since all my information currently resides on OneDrive and the iCloud storage it's they are already, correct?"

Personal Note from Bernard Boamah

Hi Sharon - This entry level NAS is powerful enough to handle all your data sharing needs for many years. It will run inside your home and synchronize all the data to both your PC and laptop, as well as allow you to access via your phone or a web browser. - Bernard

		List Price	Qty	Ext. Price
	Synology High-Performance 1-Bay NAS for Small Office and Home Users - Realtek Quad-core (4 Core) 1.40 GHz - 1 x HDD Supported - 12 TB Supported HDD Capacity - 1 x SSD Supported - 1 GB RAM DDR4 SDRAM - Serial ATA Controller - RAID Supported Basic - 1 x Total Bays - 1 x 2.5"/3.5" Bay - Gigabit Ethernet - 2 USB Port(s) - 2 USB 3.0 Port(s) - Network (RJ-45) - DiskStation Manager - iSCSI, HTTPS, DLNA, AFP, CIFS, Kerberos, HTTP, FTP, NFS, DDNS, WEBDAV, ... - Compact	\$199.01	1	\$199.01
	WD Red 2 TB NAS Hard Disk Drive <ul style="list-style-type: none"> Storage for 1 to 8 bay NAS solutions NAS 3.5-inch Hard Drive, 5400 RPM SATA 6.0Gb/s, 256MB Cache Transfer Rate up to 180MB/s 3 year limited warranty 	\$0.00	1	\$84.99
	POV Mileage Reimbursement <ul style="list-style-type: none"> Reimburse technician for use of their personal vehicle during a requested onsite visit IRS 2022 Standard Mileage Rate of \$0.58 per mile 	\$0.58	28	\$16.24
	Extended Price Includes Discount of 25% from List Price NAS Server Deployment Service <ul style="list-style-type: none"> See appendix for the NAS Server Deployment standard Scope of Work. Copy all data from PC to the NAS Install NAS on both desktop and laptop Take all the folders from one drive Price includes BENCH and ONSITE service Estimated BENCH labor 1 hour Estimated ONSITE labor 1 hour 	\$175.00	2	\$262.50

	List Price	Qty	Ext. Price
 RJOcares for NAS - Essentials Plan <ul style="list-style-type: none"> • See appendix for service datasheet. • First 60 days is covered, monthly billing begins in the thrid month • Upgrade to the MAX Plan and also receive disaster crash recovery, unlimited cloud backup and quarterly maintenance 	\$30.00	1	\$30.00

Totals									
	<table> <tr> <td>Subtotal</td><td>\$592.74</td></tr> <tr> <td>Tax</td><td>\$24.14</td></tr> <tr> <td>Transport</td><td>\$0.00</td></tr> <tr> <td>Grand Total</td><td>\$616.88</td></tr> </table>	Subtotal	\$592.74	Tax	\$24.14	Transport	\$0.00	Grand Total	\$616.88
Subtotal	\$592.74								
Tax	\$24.14								
Transport	\$0.00								
Grand Total	\$616.88								

Service Overview

1. Prep the new NAS device
 - a. Assemble new NAS, install internal storage drives
 - b. Perform initial installation or configuration of the DSM operating system
 - c. Use Control Panel to configure network settings
 - d. Set a default password for the local admin account
 - e. Use Storage Manager to configure volumes and RAID
 - f. Use File Station to create folder structure
 - g. If requested, create and install a trusted SSL certificate
 - h. Configure QuickConnect, DDNS host name, VPN and port forwarding rules as necessary
 - i. Install and configure software apps such as Cloud Station, Cloud Backup, etc.
 - j. Download and install all available O/S and app updates
 - k. Use Control Panel to create new Users and Groups
2. Perform inventory of current server or NAS and prepare for removal (if exists)
 - a. IP address (dynamic or static)
 - b. Computer name
 - c. Domain or workgroup name
 - d. Computer login name
 - e. Software currently installed
 - f. Peripheral devices in use
 - g. If domain server:
 - i. Confirm each PC has local administrator password set
 - ii. Disassociate each PC from the server domain
 - h. Perform full backup of server data to network or cloud location and local backup media
 - i. If Exchange Server present, copy contents of each users Exchange mailbox to local PST files
 - j. Shutdown server or NAS and remove from the network
3. New NAS Installation
 - a. Physically position the new NAS into the designated room, rack or desk
 - b. Connect the NAS to a compatible UPS battery backup device with USB communication
 - c. Attach to the network, boot up, and confirm connectivity to the Internet
 - d. Complete the configuration of the new NAS. This includes installation and configuration of:
 - i. Operating system and application updates,
 - ii. Server and network utilities,
 - iii. Local and online backup system,
 - iv. UPS battery backup console,
 - v. Users and Groups
 - vi. Shared company and private user folders,
 - e. Migrate data files from the backup set created from the old server (if necessary)
 - f. Install and configure any other software packages not available during prep
 - g. Perform the following system tests:
 - ___ Login successfully to the NAS
 - ___ Confirm remote session is encrypted via a self-signed or 3rd party SSL certificate
 - ___ Shared drive mappings are assigned and working
 - ___ Primary company and user folders are restored and available
 - ___ Test saving new documents to network storage
 - ___ Test that battery backup systems are functioning properly
 - ___ Test that all custom installed software packages are functioning properly
4. Existing Workstation Upgrade

- a. If using Cloud Station, merge the appropriate user data folders to the CloudStation sync folder
 - b. If using VPN, configure a VPN connector that allows an encrypted tunnel to the NAS device
 - c. Map network drives to the appropriate shared folders located on the NAS device
5. Training and support
 - a. Perform administrator and end-user training as necessary
 - b. Provide unlimited technical support services during the 30 day post deployment phase
 - c. Perform a remote maintenance inspection of the new NAS device to confirm that deployment was successful and all systems are working properly

Client Responsibilities

1. Each end-user is responsible for backing up data that exists on their personal computers that is not normally backed up each day by their company cloud backup or server systems.
2. End-users should be aware that remote access to their data and email may be unavailable during the migration period.
3. End-users should be prepared for the possibility of glitches or unforeseen issues for a few days following the completion of the migration. It is important to report such issues to us via email or phone call so that they may be addressed promptly.

IT Support & Maintenance for Your NAS	Essentials	MAX
Benefits	\$30 mo. Per NAS	\$75 mo. Per NAS
Unlimited IT Support Support can be administered over the phone, via email, chat session, text messaging or through a remote access session. Support services include backup configuration, user and group administration, shared folders setup, troubleshooting, deploying new apps, configuring user permissions and more.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Asset Management Your active IT inventory is managed within the RJO Configuration Item Management System (CIMS), including software licenses, vendor contracts, device configurations, peripheral devices and more. We manage all this information, so you can focus on what matters most – running your business.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Detailed Helpdesk Reporting Keeping an accurate audit trail of work performed on your IT systems is an important aspect for your company. We keep detailed written accounts of all Helpdesk issues including work performed during a remote access session, tech support phone call and scheduled maintenance.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Network Device Support Every LAN has network devices that require support, e.g., gateways, switches, printers, firewalls. Service coverage includes configuration, management and troubleshooting of your network devices.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Managed Antivirus Using the open-source antivirus engine ClamAV, scheduled nightly scans check your system and files for trojans, viruses, malware and other malicious threats that have been uploaded to your NAS.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Security Advisor The RJO Security Advisor is an automated tool that performs different checks on your NAS device searching for security risks and suspicious activity. RJO network engineers will install and configure the Security Advisor to perform the following checks: abnormal login activities, brute force attacks, malicious programs, malicious system settings, abnormal tasks and needed critical system updates. RJO engineers are alerted when there are failed security checks, when suspicious login activity is detected, or a brute force attack is in progress.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
IT Disaster Recovery Readiness RJO network engineers will develop a customized IT disaster recovery readiness plan in the event of equipment malfunction, theft, fire, natural disaster, etc. which takes your systems offline. This includes networks, NAS devices, desktops, laptops, wireless devices, data and connectivity. Your DR plan will establish recovery goals, document response strategies, create detailed procedures and assign tasks for your incident response team.		<input checked="" type="checkbox"/>
Crash Recovery Being prepared is your best defense against data loss when one occurs and then recovering quickly. RJO engineers identify weaknesses and suggest best practice procedures, such as implementing daily backups. In the event of a crashed NAS device, coverage includes bench or remote crash recovery services.		<input checked="" type="checkbox"/>
LUNA Cloud Backup Get peace of mind knowing your files are backed up securely in the cloud. Our LUNA Cloud Backup automatically creates a bare-metal recovery (BMR) disk image of your NAS applications, settings, and data. Includes daily backups, 12-month data retention, and end-to-end encryption.		<input checked="" type="checkbox"/>
Proactive Monitoring This feature offers total peace of mind, through constant remote monitoring of your NAS system. RJO engineers are alerted in real-time when custom installed monitoring systems inform us about problems that are occurring, such as, backup failures, critical updates, out of space, performance issues, etc.		<input checked="" type="checkbox"/>
Quarterly Maintenance Regularly scheduled maintenance ensures a smooth operating NAS system. Our remote maintenance sessions are checklist-driven, which means we methodically check all critical system components and apply OS and application updates. You'll receive a follow-up report after each completed maintenance checkup.		<input checked="" type="checkbox"/>