Add-On services

Documentation on our approach on the additional services we provide.

- List of Add-On Services
- 1. Migration services
- 2. Integration(s)
- 3. Training services
- 4. Events (standing by)
- 5. Exporting and Archiving videos from BigBluebutton
- 6. User Support
- 7. Consultancy on Open Source infrastructure

List of Add-On Services

All our managed hosting packages of the software listed here have their own packages, which we have automated in a way to make it value for money. From time to time we receive requests that are not exactly the same with the packages we offer. For example our Mattermost packages displayed here offer packages with various backups routines, storage and

Whether you're transitioning to our platform or seeking expert advice, we offer a range of on-demand services to help you succeed.

Types of Add-On Services Offered

Here is a list of on-demand services we offer:

1. **Migration** from another managed hosting and infrastructure provider to Cloud68.co. More info about this service can be found in this page https://docs.cloud68.co/books/add-on-services/page/1-migration-services.
2. **Integrations**. We make it easy for you to integrate software between each other. Example of a list of integrations can be found here: https://docs.mattermost.com/about/integrations.html. We don't have know-how an all of the integrations for all Managed Hosting services we offer, so please contact our team first and we will get back to you. More info about this service can be found in this page: https://docs.cloud68.co/books/add-on-services/page/2-integrations.
3. **Training services**. Ideal if you are already receiving Managed Hosting services from our team, but want to get a good overview of the platform for yourself or your ream members. More info about this service can be found in this page: https://docs.cloud68.co/books/add-on-services/page/3-training-services.
4. **Managed Hosting of software not listed on this page.** Important note: not all requests are accepted, depending on your case. Make sure to contact our team to make sure that we offer these services. More info about this service can be found in this page: https://docs.cloud68.co/books/add-on-services/page/4-new-managed-hosting-service-for-

open-source-software.

5. **Standing by for events.** More information about this add-on service can be found here: https://docs.cloud68.co/books/add-on-services/page/5-events-standing-by.
6. **Consultancy on open source infrastructure** with advice on choosing the open source platform(s) that fit your needs for digital infrastructure. More info about this service can be found in this page: https://docs.cloud68.co/books/add-on-services/page/6-consultancy-on-open-source-infrastructure.

Visit the page of each service for details and pricing.

Pricing

We charge **145Eur/hour** as standard fee for our Add-On services. For more information, please check the page of each service listed above for our pricing of these services.

1. Migration services

Migration refers to transferring your data and settings from one hosting environment to another. For example, if you currently have a Peertube instance hosted on your own server or with another hosting provider, and you want to move it to our Managed Hosting service, this process is called Migration and is part of our 'Add-On Services'. It involves moving all your data, configurations, and settings to our Managed Hosting service so that you can continue using your service without interruption.

How to Get Our 'Add-On Migration Service'?

To request our Add-On Migration Service, follow these simple steps:

1. **Fill Out the Online Form:**
   - Go to our online request form here.
   - Provide detailed information, including:
     - The specs of your current server (e.g., processor, RAM).
     - Storage used (e.g., amount of data stored).
     - Number of users on your instance.
     - The version of the software you're currently using.

2. **Our Follow-Up:**
   - After you submit the form, one of our team members will review your details and get back to you within 4 business days.
   - We will provide an estimate of the working hours required for your migration.

3. **Payment:**
   - You will receive an invoice for the migration service.

- Proceed with the payment using one of the methods listed here.

4. **Support Ticket:**
   - Once payment is verified, our tech support team will open a support ticket specifically for your migration.
   - All communication and progress updates will be managed through this support ticket.

Pricing

The cost for our Add-On Migration Service is 145Eur per hour. Volume-based discounts for projects or sessions that exceed 20 hours within a month.

Feel free to contact us if you have any questions.

2. Integration(s)

Integrations refer to connecting your existing tools and applications with our Managed Hosting services to streamline your workflow. For example, if you want to integrate your Matrix instance with one or more Matrix Bridge options or if you want to link your Peertube instance with your Nextcloud account using the Nextcloud Integration, this process is known as Integration and is part of our 'Add-On Services'. In practice this means that we handle the work for these integrations for you so you don't have to spend your time on those things.

How to Get Our 'Add-On Integration Service'?

To request our Add-On Integration Service, follow these simple steps:

1. **Fill Out the Online Form:**
   - Go to our online request form here.
   - Provide detailed information, including:
     - The tools or applications you wish to integrate.
     - Your current setup and any specific requirements.
2. **Our Follow-Up:**
   - After you submit the form, one of our team members will review your details and get back to you within 4 business days.
   - We will provide an estimate of the working hours required for your integration.
3. **Payment:**
   - You will receive an invoice for the integration service.
   - (if you agree) Proceed with the payment using one of the methods listed here.
4. **Support Ticket:**
   - Once payment is verified, our tech support team will open a support ticket specifically for your integration.
   - All communication and progress updates will be managed through this support ticket.

Pricing

The cost for our Add-On Integration Service is 145ur per hour. Volume-based discounts for projects or sessions that exceed 20 hours within a month.

Feel free to contact us if you have any questions.

3. Training services

Training refers to our services designed to help you understand and effectively use the platforms hosted on our Managed Hosting service. For instance, if you need training on how to manage and optimize your Peertube instance or how to navigate the features of Mastodon, this is what our Training service covers. It ensures that you and your team can make the most out of your hosted platforms. This is another 'Add-On Service' our team offers on top of the Managed Hosting services we already offer.

Can I Get Training About Any Platform?

We only provide training services for one or more platforms presented here. If you're interested in training for a platform outside this list, please reach out to us for guidance.

Training Location

We offer training sessions exclusively by video call(s), not in-person.

How to Get Our 'Add-On Training Service'?

To request our Add-On Training Service, follow these simple steps:

1. **Fill Out the Online Form:**
   - Go to our online request form here.
   - Provide detailed information, including:
     - The platform(s) you need training for.
     - Your current level of familiarity with the platform(s).
     - Any specific topics or features you want to focus on during the training.
2. **Our Follow-Up:**
   - After you submit the form, one of our team members will review your details and get back to you within 4 business days.
   - We will provide an estimate of the time required for your training.
3. **Payment:**
   - You will receive an invoice for the training service.

- (if you agree) Proceed with the payment using one of the methods listed here.

4. **Scheduling:**
   - Once payment is verified, our team will contact you to schedule your training sessions.
   - All sessions will be conducted via video call at a mutually convenient time.

Pricing

The cost for our Add-On Training Service is 145Eur per hour. Volume-based discounts for projects or sessions that exceed 20 hours within a month.

Feel free to contact us if you have any questions.

4. Events (standing by)

'Stand By for Events' is a service designed for teams already using our Managed Hosting services who need extra assurance for critical times. It is part of our list of 'Add-On Services'. This service ensures that our team members are available and on standby to address any issues related to uptime or unexpected events. If you want to make sure that any potential problems are addressed immediately and effectively, this service is ideal for you.

How to Get Our 'Stand By for Events' Service?

To request our Stand By for Events service, follow these simple steps:

1. **Fill Out the Online Form:**
   - Go to our online request form here.
   - Provide detailed information, including:
     - Your current setup and specific needs for standby support.
     - Any particular times or events where you require enhanced support.
2. **Our Follow-Up:**
   - After you submit the form, one of our team members will review your details and get back to you within 4 business days.
   - We will discuss your requirements and provide an estimate of the availability and costs associated with the service.
3. **Payment:**
   - You will receive an invoice for the Stand By for Events service.
   - If you agree with the cost you should proceed with the payment using one of the methods listed here.
4. **Support Setup:**
   - Once payment is verified, our team will set up the standby support for the specified times or events.
   - We will ensure that our team members are online and ready to handle any issues promptly.

Pricing

The cost for our Stand By for Events service is 145Eur per hour.

Volume-based discounts for projects or sessions that exceed 20 hours within a month.

Feel free to contact us if you have any questions about this service: https://cloud68.co/our-virtual-office.

5. Exporting and Archiving videos from BigBluebutton

Exporting and archiving videos from BigBlueButton can be a bit complex, especially if you're not a technical person. While we provide backups of your data upon request through our support portal, exporting and archiving videos often requires more detailed handling. To assist with this, we offer an additional service to make sure your videos are exported in a format that is easy to use.

How to Request Our Video Export and Archiving Service

To get started with exporting and archiving your BigBlueButton videos, please follow these steps:

1. **Submit a Request:**
   - Visit this page and fill in the details and mention that you need the BigBluebutton video export Add-On service.
   - Provide details about the videos you need to export, including any specific requirements or formats you prefer.
2. **Review and Estimate:**
   - After submitting your request, our support team will review the details and provide an estimate of the time required to complete the export and archiving process.
3. **Additional Time and Costs:**
   - Please note that this service requires additional time from our support team due to the complexity involved.
   - The service is considered an 'Add-On' and will be billed separately from standard support or backup services.
4. **Payment:**
   - You will receive an invoice for the video export and archiving service.

- If you agree with the quote, please proceed with payment using one of the payment methods listed here.

5. **Completion:**
   - Once payment is confirmed, our team will start processing your request.
   - We will notify you when your videos are successfully exported and archived.

Pricing

The cost for the video export and archiving service varies based on the complexity and volume of the videos and the working hours needed from our team for the task(s). The cost for working hour is 145Eur.

If you have any questions or need further assistance, feel free to contact us through our support portal.

6. User Support

All our Managed Hosting packages include Tech Support, but User Support is considered an Add-On service. Here’s a breakdown of the differences and what you can expect from each type of support and how to get Tech Support if you need it.

User Support vs. Tech Support

User Support focuses on helping you with general usage questions and issues related to the everyday use of our services. This is usually information you can find in the documentation of each platform, but you don't want to spend time on trying to figure out things and want our expertise for it so that you focus on your everyday tasks and don't waste time in technical tasks. It typically includes:

- Assistance with navigating the user interface.
- Guidance on using specific features or tools.
- Help with account-related questions, such as billing or login issues.

Examples of User Support:

- How do I change my password?
- How do I add a new app on my Nextcloud instance?
- How can I make audio calls in Mattermost?

Tech Support is more specialized and deals with technical issues that might affect the functionality of our services. This support includes:

- Troubleshooting technical problems or errors.
- Downtime related issues.
- Addressing performance concerns.

Examples of Tech Support:

- Resolving errors that do not allow you to access your instance.
- Fixing issues with data syncing.
- Help with troubleshooting performance problems.

How to Get User Support

User support is available as an Add-On service and can be requested separately from our standard tech support. To get started with User Support, follow these steps:

1. **Submit a Request:**
   - Visit this page and fill in the form.
   - Provide details about the kind of user support you need, including any relevant screenshots or error messages.
2. **Review and Estimate:**
   - After submitting your request, our support team will review the details and provide an estimate of the time required to address your issue.
3. **Additional Time and Costs:**
   - This Add-On service requires additional time from our support team and is billed separately from the standard tech support included in all packages.
4. **Payment:**
   - You will receive an invoice for the User Support service.
   - Proceed with payment using one of the methods listed here.
5. **Completion:**
   - Once payment is confirmed, our team will start addressing your support request.
   - We will notify you when your issue has been resolved.

Pricing

The cost for User Support is based on the time and complexity of the support required. The cost per working hour is 145Eur/hour.

If you have any questions or need further assistance, feel free to contact us through our support portal.

7. Consultancy on Open Source infrastructure

Consultancy on Open Source Infrastructure is a service designed to assist organizations in setting up and optimizing their infrastructure using open source tools. We launched this service in response to numerous inquiries from small and medium organizations seeking our expertise in leveraging open source solutions. Whether you're looking to build or enhance your infrastructure, our consultancy can guide you through the best practices and tools available.

How to Get Our 'Consultancy on Open Source Infrastructure' Service?

To request our Consultancy on Open Source Infrastructure service, follow these simple steps:

1. **Fill Out the Online Form:**
   - Go to our online request form here.
   - Provide detailed information, including:
     - The current state of your infrastructure.
     - Your goals and challenges with open source tools.
     - Specific areas where you need guidance or advice.
2. **Our Follow-Up:**
   - After you submit the form, one of our consultants will review your details and get back to you within 4 business days.
   - We will discuss your needs and provide an estimate of the time required for the consultancy.
3. **Payment:**
   - You will receive an invoice for the consultancy service.
   - Proceed with the payment using one of the methods listed here.
4. **Consultancy Session:**
   - Once payment is verified, we will schedule your consultancy sessions.
   - All sessions will be conducted via video call at a time that works for you.

Pricing

The cost for our Consultancy on Open Source Infrastructure service is 145Eur per hour. Volume-based discounts for projects or sessions that exceed 20 hours within a month.

Feel free to contact us if you have any questions.