SherWeb

A worldwide hosted services leader

SherWeb

VS.

Office 365

MORE SERVICES & CHOICE

Free migration services with no downtime or disruption; we do all the work.

Choice of Microsoft's 2010 & 2013 Communication & Collaboration solutions (Exchange, SharePoint and Lync), completed by our in-house online backup, compliance and archiving solutions.

MORE RELIABILITY & SECURITY

99.999% uptime guarantee beats Microsoft's 99.9%.

Always know where your data is hosted; with Microsoft, your hosting location can change at any time.

Our more complete data security & compliance services help you secure, control and fully monitor your critical information during transfer and storage.

MORE FLEXIBILITY & COST CONTROL

Mix & match services to build tailored solutions; not possible with Microsoft.

Unlimited users for all packages; not possible with Microsoft.

Add or delete users, services & packages as needed directly through your Web portal without having to call support; not possible with Microsoft.

Why SherWeb will better serve your needs and bottom line, right from day-one.

Let's be honest. On paper, Office 365 looks like a good deal. But when it comes to getting technical support (and you can forget about personalized service), your business will always be simply a number—never a valued customer. When you need help with migration, or when issues occur, will Microsoft pull out all the stops to ensure you're satisfied?

We will. We know our customers cannot afford disruptive issues and downtime. That's why our affordable and flexible end-to-end solutions also come with expert, hands-on migration services and personalized, round-the-clock support that will never leave you waiting for hours on hold.

With SherWeb, you're a valued customer, not a number.

MORE PERSONALIZED SUPPORT

Free 24/7 support by phone, email and chat, with an average response time of 40 seconds and every call answered within 60 seconds; not possible with Microsoft.

Get ALL the functionality of Office 365 PLUS
+ Additional business solutions + Personalized support + Greater reliability and flexibility

Key Areas Where SherWeb Beats Office 365

	SherWeb	**Office 365**
Support Rapid, personalized support when and how you need it	Free 24/7/365 phone, chat & email support for all plans. Guaranteed response in 40 seconds via multilingual & certified experts. We're your extended IT team and we always encourage you to contact us for all requests.	No phone support for small business plans; no phone support for Enterprise plans except for **critical issues only**. Free support is limited in expertise and response time. Support is heavily focused on scripted questions—any questions that diverge from the script will lead to delays and frustrations.
Migration Hands-on, expert migration services	Free migration & onboarding consultation and service. No third party or self-help tools needed. We can migrate from any on-premise or cloud environment with no data loss or downtime guaranteed.	Free consultation, but no actual migration service. Must rely on self-help or hire a third party for migration. Microsoft Services are available, but at a high additional cost; Microsoft does not guarantee or certify third parties for migrations.
Customization Tailored plans that grow with you	Mix plans and add stand-alone services as needed. Change plans and add/delete users at any time directly from your Control Panel. • Free, 30-day trials for all services. • No yearly commitment. • No cancellation fee.	Cannot mix plans for users within the same organization or add stand-alone services seamlessly. When you reach a user limit for a plan, you have to create a new plan with a higher user limit, close your current account and prepare for a complete migration as if you were moving to a new provider. You must contact support to remove licenses. • No free trial for Small Business plan. • Yearly commitments or open agreements. • Cancellation fee.

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Key Areas Where SherWeb Beats Office 365

	SherWeb	Office 365
Datacenters	Your data never leaves our datacenters.	Microsoft has the right to move your data to other locations regardless of your choice of a primary desired location.
Reliability Count downtime in minutes, not hours	99.999% uptime guarantee with a financially backed SLA; this represents 5.26 minutes of unplanned downtime each year.	99.9% uptime guarantee with a financially-backed SLA; this represents 8.76 hours of unplanned downtime each year.
Online backup & data storage	We offer a complete online backup solution: A full Exchange, SQL, virtual environment & file backup, storage and access-anywhere solution.	No online backup solution, just online storage onedrive for business.
Compliance Better protection and monitoring of critical information	Full BA agreement with our customers that guarantees our compliance solutions are in accordance with HIPAA, SOX, GLBA, and more. A full suite of compliance solutions: Compliant Archiving, End-to-End Encryption, Organization Data Leak Prevention and Online Backup & Recovery.	Claims to offer an archiving solution compliant with HIPAA only. No cloud backup and recovery solution. No delivery reports for encrypted emails; customers cannot track when emails were read, forwarded, printed, deleted...
Office 2013 Desktop Avoid unnecessary limitations and enjoy increased flexibility	With our flexible cloud offering, you can add the Office 2013 desktop edition that's right for you. • No user limit • Subscription or perpetual licenses	Not all Office 365 plans include the Office 2013 desktop suite and those that do can limit the quantity, edition and license model • Only one Office edition is directly from Microsoft • Mix and match limitations with the Office 365 Small Business • Only subscription license is available

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+ Additional business solutions **+** Personalized support **+** Greater reliability and flexibility

	SherWeb	**Office 365**
Platform Your choice	2010 & 2013 environments	2013 environment only
SharePoint Your choice	Multi-tenant or private cloud; based on your business needs, the choice is yours. If you need a dedicated solution, we can build a private cloud SharePoint farm and fully manage it as your own extended team, or simply set it up and give you full management control. Unlimited user access licenses for our SharePoint Foundation private & multi-tenant cloud offerings.	Multi-tenant offering only, meaning limited control and customization with no possibility of private cloud offerings. Must purchase user access licenses for any user planning on accessing the site.
AD Sync Your choice	Included with all packages	Not available with Small Business package
Email attachment	50 MB	25 MB
Email mailbox size Never worry about storage space	Unlimited Flexible storage pooling allows you to allocate different mailbox sizes to different users as needed.	50 GB per user Fixed allocation to each user

Note: All Office 365 details have been taken from official Office 365 documentation, SLA and contract.

ABOUT SHERWEB

Since 1998, SherWeb has been helping businesses increase agility and trim IT overhead with our best-in-class cloud services. Today, more than 25,000 customers in over 100 countries are working more productively thanks to the added value we build into our wide range of SaaS, IaaS and PaaS solutions. SherWeb also has a growing network of 4,000 partners who successfully resell our affordable and customizable cloud services in over 50 countries.

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For more information: sales@sherweb.com • 1 855 780-0955

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