



Perfectly coordinated IT solutions are becoming increasingly important and complex for companies in a digitalised world.

Outsource your IT operations and maintenance to our experts – so you and your employees can concentrate on your core business.

What is Business IT Services?

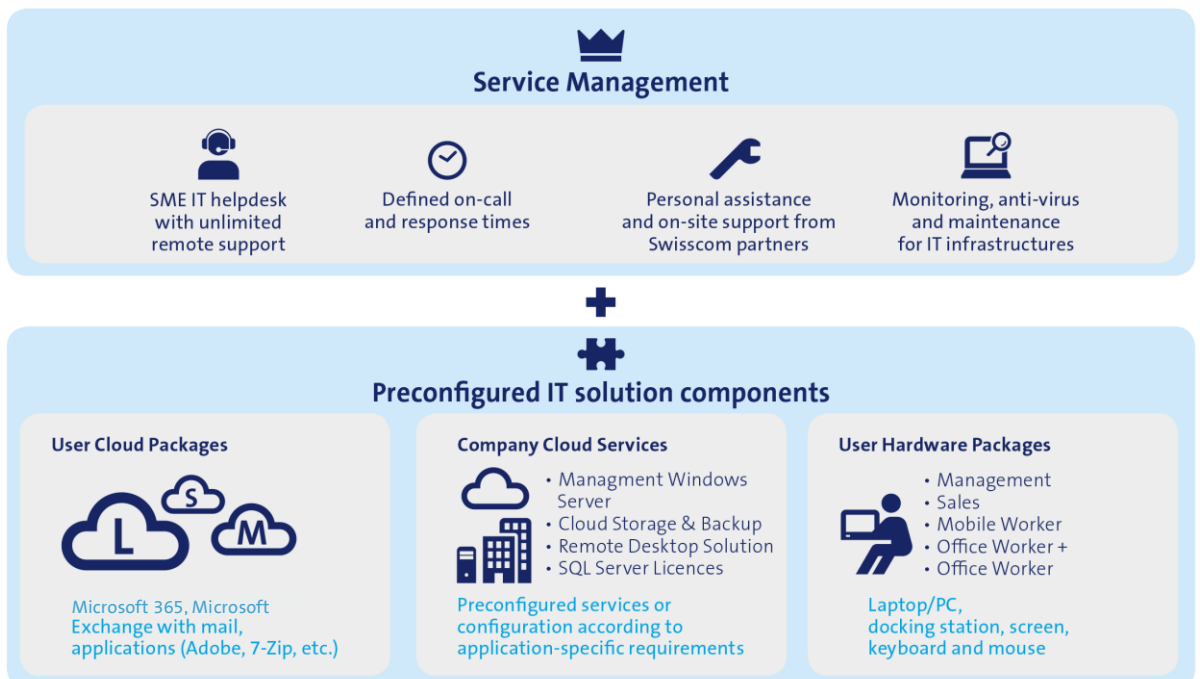
Tailored to your individual needs, Business IT Services assumes responsibility for the secure operation of your IT infrastructure, including workstations, for a fixed monthly cost.

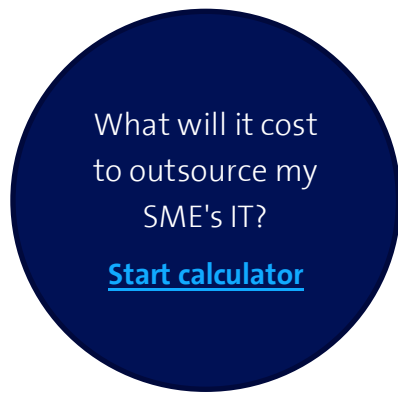
You benefit from comprehensive service management with clearly defined on-call and response times. A specialised SME IT helpdesk provides unlimited remote support as well as on-site support when required.

We offer you secure, stable IT services from our data centers in Switzerland, guaranteeing you a highly available, high-performance solution.

Your benefits with Business IT Services

- **Your flexible, individual service package**
You will benefit from a solution tailored exactly to your SME's needs and which you can adapt and extend flexibly at any time.
- **Customized outsourcing**
You can decide how much of your IT to outsource to the cloud or whether to keep some of it in-house.
- **Personal IT manager**
Your local Swisscom partner, who knows you and your requirements, is available to provide appropriate technical expertise and advice.
- **Plannable, transparent costs**
Business IT Services is available for a fixed monthly price, enabling you to plan your budget in a transparent way.
- **Integrated all-in-one solution from a single provider**
Business IT Services can easily be integrated in our Smart Business Connect communications solution, giving you a seamlessly coordinated solution with a single contact partner.





Facts & Pricing

Installation

Initial setup fee of service	2700.–
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Company Service Management

	L	M	S
On-call times ¹	Mon–Sat, 6am–10pm	Mon–Fri, 8am–7pm Sat, 8am–5pm	Mon–Fri, 8am–5pm
Call Acceptance SME IT helpdesk Response time: 8 hours Active directory for user management File server for data backup (excl. storage) ² 1 site visit per year from personal Swisscom partner	incl.	incl.	incl.
Monthly fee ³	450.–	400.–	300.–

User Service Management

Monthly fee

Unlimited remote support, per user	15.–
Operation per PC/laptop per Remote Support (incl. antivirus)	15.–

Service Management Options

Monthly fee

All on-site support included (insurance model)	+ 200.– per physical server + 60.– per laptop/PC
Operation per physical server on site	+ 360.–
Reduction of intervention time to 4 hours	+ 100.–
Additional on-site visit per year by Swisscom partner	+ 45.–
Operation of each network printer	+ 10.–

User Cloud Packages

	XL	L	M	S	XS	AD Only
Microsoft 365 (Word, Excel, Outlook, PowerPoint, OneNote, Teams etc.)	incl.	incl.	incl.	–	–	–
Microsoft Exchange (mail, calendar, address book and antispam)	incl.	incl.	–	incl.	incl.	–
Applications (Adobe Acrobat Reader, 7-Zip, Chrome, VLC Media Player)	incl.	incl.	incl.	incl.	–	–
Price per user/month	65.– ⁵	23.– /41.– ⁶	20.–	14.–	5.70	4.–
Price per user with RDS/month ⁴	65.– ⁵	41.–	31.–	24.–	9.75	4.–

The information in this document does not constitute a binding offer. It is subject to revision at any time. All prices in CHF, incl. VAT.

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Company Cloud Services	XXL	XL	L	M	S	XS
Managed Windows server	970.– (8 CPU, 64 GB RAM)	530.– (6 CPU, 32 GB RAM)	310.– (8 CPU, 16 GB RAM)	190.– (4 CPU, 8 GB RAM)	140.– (2 CPU, 8 GB RAM)	97.– (2 CPU, 4 GB RAM)
Cloud storage for files and managed Windows server per 100 GB/month ⁷	36.– (ultrafast storage) / 30.– (fast storage)					
+ Cloud backup, per 100 GB of cloud storage/month ⁸	+ 40.– (12-mo. retention period)		+ 30.– (6-mo. retention period)		+ 24.– (4-week retention period)	
Microsoft SQL Server licenses/month	161.– (SQL Server Standard Edition per 2-core license) ⁹			19.– (SQL Server Standard SAL per subscriber license)		

User Hardware Packages

Defined package with laptop/PC, docking station, screen¹⁰, keyboard and mouse. Price between 31.– and 82.– per month depending on laptop / PC model (48-mo. contract)¹¹

Pool of hours	One-off cost
10 hours	1842.–
20 hours	3672.–
50 hours	8640.–
100 hours	16200.–

P.S. Use the [IT calculator](#) to create your own initial, standard offer with just a few clicks.

¹ Dependent on Smart Business Connect customer service. ² This is just the server. Storage space inc. backup can be purchased via cloud storage & backup (company cloud services). ³ 50% discount on the monthly fee for companies with 1-10 employees. ⁴ With a Remote Desktop Services (RDS) solution with 30 or more users, costs may be incurred for additional managed Windows servers. ⁵ With license Office 365 Enterprise E5. ⁶ With license Office 365 Enterprise E3. ⁷ Business IT Services can only be purchased together with at least 100 GB cloud storage so that files can be stored on the main server. ⁸ Business IT Services can only be purchased together with at least Cloud Backup Service S so that data backup can be guaranteed. ⁹ The license comes with the 2-core pack. At least 4 cores per virtual server have to be licensed. ¹⁰ One screen included in the standard package. Second screen, big screens or no screen possible. ¹¹ 36-month charge plans and 60-month charge plans also available.