

# Google Apps Implementation Early Adopter Deployment Offerings



The purpose of this document is to provide a summary of the key tasks and associated costs of any Google Apps implementation. Each task includes a description, assumptions and a fixed cost. We have provided a service offering approach that may work for your organization. If one of these plans doesn't fit your unique situation, Appirio will work with you to craft an enterprise implementation plan that includes the various offerings that are most applicable.

Fees quoted in this document pertain only to Early Adopter Deployment implementations of up to 300 users for organizations with more than 1,000 users.



## Early Adopter Deployment Offerings

Based on your organization's needs and interests



### Instant Start Deployment

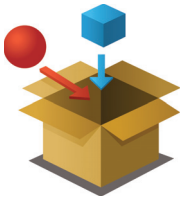
Description: This offering will get your organization started with the core components of Google Apps. We will keep things simple from start to finish while we expose you and your team to the power and fun of the Google Apps environment.

#### Includes:

- **Domain Installation, Configuration and Setup** - all Google Apps to include Gmail, Gcal, GTalk, Sites and Docs
- **Training** - 1 day ILT or 2 VILT courses of your choice
- **Project Management** - part-time assistance to help direct your Early Adopter Deployment successfully through the various stages
- **Dual or Split Delivery Routing Setup** - Dual Delivery enables pilot users to receive email in the current environment as well as Google Apps. Split Delivery routes email only to Google Apps for just the pilot users while non-pilot users continue to receive their email as usual.
- **Global Address List (GAL) Load**

**Duration:** Ten business days (2 weeks)

**Cost:** \$10,000



## Enterprise Select Deployment

**Description:** This offering will not only get your organization started with the core components of Google Apps but it will also incorporate some of the essential functionality that will support an enterprise roll-out. Depending on the architecture setup, this work can be done once during the Early Adopter Deployment and be ready to roll directly into production.

**Includes:** Everything in Instant Start plus

- **Calendar Free / Busy**
- **Directory Sync Service**
- **Google Apps Satisfaction Survey** - designed to measure user satisfaction, ease of use, change in overall productivity after having used the Google Apps for a few weeks.
- **Training** - plus 1 day ILT or plus 2 VILT courses of your choice

**Duration:** Twenty business days (4 weeks)

**Cost:** \$20,000



## Enterprise Enhanced Deployment

**Description:** This is the Cadillac of the Early Adopter Deployment offerings in that it exposes the full functionality of Google Apps and pilots the migration of a subset of your users onto the new solution. Once you have completed the pilot, your team will have exercised every aspect of Google Apps creating a clear path to a broader enterprise roll-out.

**Includes:** Everything in Enterprise Select plus

- **GMS / GMD (Postini) Setup and Implementation**
- **Mobile Device Setup and Support**
- **Migration of Legacy Email** - up to 200 users (Average mailbox size = 1GB; Avg message size = 50KB)
- **Migration of Legacy Calendar** - up to 200 users

**Duration:** Thirty business days (6 weeks)

**Cost:** \$30,000

**\*Option** - add an additional week to support in depth knowledge transfer to your team enabling you to be self sufficient for your enterprise roll-out. (plus \$10,000)

# À la Carte

## Create an offering that works best for your organization

### Training

**Description:** In order to construct an appropriate training plan, Appirio will work with you to confirm your training needs across the organization. Appirio training takes the approach that customer’s executives, users, help desk, administrators and other personnel are capable at executing the basic requirements of their role using current systems. We have not anticipated providing conceptual training, such as “How to have an effective communication system” but instead have focused on providing technology platform training in the context of new processes. As an example, “Share Calender events” for users emphasizes how to create a common event tracker among a group using the Google Calender application.








The following table describes the training needs for the organization along with the roles that required that training. Note that “All Internal Users” roles implies IT department, Non- IT department, Administrators, Executives and Help Desk personnel.

Training Need	Roles Affected
Understand how to use Gmail effectively for enhanced communication within the organization and groups (organize, filter, archive etc)	All Internal Users and Partners
Understand how to manage the global address book – Shared and personnel contacts	All Internal Users
Understand how to use single sign on (SSO) feature – being able to access Google apps	Admin
Administrative tasks <ul style="list-style-type: none"> <li>• Manage Domain Accounts</li> <li>• Manage users and groups</li> <li>• Manage mail routing choices.</li> <li>• Policy management (message rules, configuring spam and virus filtering)</li> <li>• Message recovery system</li> </ul>	Admin
Understand how to effectively use Google Calendar for organizing, scheduling, share and track events within the group and organization.	All Internal Users.
Understand the use of calendar co-existence (Exchange 2003, Lotus notes)	Admin
Understand how the security and compliance requirements will be met and the necessary configuration/ settings.	Admin and IT department Manager
How to connect to the mobile devices.	All Internal Users
Understand the effective use of Google Docs - Google document, spreadsheet and presentation (managing documents)	All Internal Users
Understand how to us the collaborative service of Google docs/sites etc.	All Internal Users and Partners
Understand how to use GTalk	All Internal Users
Understand how to navigate and customize Sites for internal use.	All Internal Users
Understand how to extract relevant information from Google docs/site for support (specific to customer’s information layout)	Help Desk

**Budget:** Appirio provides training for any of our courses in the following delivery formats:

Skills Development Method	Description	Budget
Instructor-Led Training (ILT)	Direct, in-person training to constituent groups using trained instructors.	\$1200/day (plus instructor T&E)
Virtual Instructor-Led Training (VILT)	Provide live training via webinar technology. Training modules may be delivered in 2-4 hour increments.	\$400/course
Web Based Training (WBT)	Recorded content from one of your ILT or VILT delivered courses to enable other users to obtain on-demand training.	\$200/course

The following table describes the specific training offerings their duration and an Appirio recommendation on which delivery approach is most appropriate for the various audiences. We strongly recommend training to be provided as part of the “go-live” process. Customer may elect to train all constituents before go-live or specific groups/sites depending on organizational change management requirements. Appirio will work with you to develop a practical schedule for addressing your specific user population. We also recommend having recorded sessions available for all courses for new employees and those that missed scheduled times.

Training Offering	End Users	Executives	Administrative Assistants	System Administrators	Help Desk
 <b>Gmail Basic</b>	1 hours (ILT, VILT)	0.5 hours (ILT, VILT)	0.5 hours (ILT, VILT)		1 hours (ILT, VILT)
 <b>Gmail Advanced</b>	1 hours (ILT, VILT)		0.5 hours (ILT, VILT)		1 hours (ILT, VILT)
 <b>Gcal Basic</b>	1 hours (ILT, VILT)	0.5 hours (ILT, VILT)	0.5 hours (ILT, VILT)		1 hours (ILT, VILT)
 <b>Gcal Advanced</b>	1 hours (ILT, VILT)		0.5 hours (ILT, VILT)		1 hours (ILT, VILT)
 <b>Google Doc</b>	2 hours (ILT, VILT)		2 hours (ILT, VILT)		2 hours (ILT, VILT)
 <b>Gtalk</b>	Included in Gmail Basic and Adv	Included in Gmail Basic and Adv	Included in Gmail Basic and Adv		Included in Gmail Basic and Adv
 <b>Sites</b>	1 hours (ILT, VILT)		1 hours (ILT, VILT)		1 hours (ILT, VILT)
<b>Google Apps Administration</b>				2 hours (ILT, VILT)	
<b>Troubleshooting Google Apps</b>					1 hours (ILT, VILT)
<b>Q/A Workshop</b>	1 hours (ILT, VILT)		1 hours (ILT, VILT)		

**Note on recommended class sizes:**

- ILT classroom sessions are ideally limited to 25 participants, but larger classes can be accommodated. Usually the training facility (e.g. size of the room) is the limiting factor. More participants typically results in less interaction.
- VILT sessions can accommodate as many as gotowebinar allows (hundreds). Again, more participants = less interaction.

The primary consideration of the class size is the experience the customer desires. If it is pure one-way knowledge transfer, then larger is fine. If the training is to be delivered to a team who really needs to know ALL (e.g. train the trainer or help desk, admins, etc.) then smaller sessions allow for questions and interaction and more depth.

## Project Management

**Description:** An Appirio Project Manager who has extensive experience with both enterprise Google Apps implementations as well as managing end to end enterprise projects. This person will work along side the customer designated Project Manager forming the project leadership team that will be responsible for all aspects of project success.

- Specific responsibilities and deliverables of the Project Manager include:
- Lead the Project Kick-off Meeting
- Manage daily execution of tasks and assignments relative to the project plan / schedule
- Hold regularly scheduled project status meetings
- Responsible for all aspects of the Project Site hosted on Google Sites - single source of all project materials, updates and communication
- Organization Change Management planning and communication

- Will produce a weekly status report that lists the following items:
  - Accomplishments for the week
  - Accomplishments planned for the following week
  - Issues that may require management attention
  - Time sheet summary (hours worked) that week for each consultant
  - Risks to the project's success

**Budget:**

- Full Time (Min 40 hours/week): \$215/hr
- Part-Time (15-20 hours/week): \$215/hr

## Implementation Tasks

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**\*Note:** All Implementation Tasks are quoted as fixed fee based on \$1,200/day.

### Domain Installation, Configuration and Setup

**Description:** Appirio will get your Google Apps account up and running to include the initial installation of the account and configuration of each of the applications in the Google Apps family.

**Assumptions:**

- Customer will provide access, as needed, to subject matter experts (Network and/or Security Admins)
- Customer will have all licenses for Google Apps procured prior to the project launching
- Customer will have full control of the current DNS environment
- Only browsers supported by Google Apps will be used by the customer

**Budget:**

- 1 Day

### Dual or Split Delivery Mail Routing Setup

**Description:** During a typical Early Adopter Deployment implementation customers often prefer a 'Dual Delivery' architecture that provides for email to be delivered to both the original email system as well as the new Google Apps Gmail account. This enables the pilot users to revert back to their original system if desired following the pilot. On the other hand, some customers opt for a 'Split Delivery' configuration which directs some users accounts to the original email system with other users email being directed to the new Gmail account. This architectural decision is dependent upon your specific situation and deployment plans. We will work with you to confirm the best option and architect appropriately. The level of effort for either option is roughly the same.

**Assumptions:**

- Customer has full control of their Exchange/AD or Notes/eDirectory environment and can create custom recipients and forwarding rules as advised by Appirio.
- Split delivery requires licensing and using the GMS/GMD (aka Postini) offering from Google.

**Budget:**

- 2 Days

## Global Address List (GAL) Load

**Description:** The Global Address List (GAL) also known as Microsoft Exchange Global Address Book is a directory service within the Microsoft Exchange email system. The GAL contains information for all email users, distribution groups, and Exchange resources. Appirio will migrate you GAL to Google Apps to ensure your users have access to the contacts and resources that they are accustomed to seeing.

**Assumptions:**

- GAL list must be provided by the customer in CSV format using Appirio provided template.
- This is a static load and is not synced to your Active Directory or other LDAP ID Management system (see DSS below).
- Additional attributes (phone number, office location, etc) can be included.

**Budget:**

- 1 Day

## Calendar Free/Busy

**Description:** To enable free/busy visibility between your current calendar platform and GCal, Appirio will install a free/busy solution. This will enable the visibility of a Google Apps user's free/busy information to be seen by other authorized users across your company who remain in your legacy calendaring system as well as allowing Google Calendar users to see free/busy data from the users on the legacy system.

**Assumptions:**

- Customer will authorize access to the free/busy store in Exchange to enable the free/busy information to flow across the network / function properly.
- Customer will provide a server landing-zone platform for this toolset to operate on that is consistent with the application requirements.

**Budget:**

- 4 Days

## Directory Sync Service (DSS)

**Description:** Automatically provisions/de-provisions users in Google Apps and in GMS/GMD (see below) from your Active Directory or LDAP-based user repository.

**Assumptions:**

- Customer will authorize access to the user objects in Active Directory of the LDAP-based repository to enable the DSS toolset to function properly.
- Customer will provide a server landing-zone platform for this toolset to operate on that is consistent with the application requirements.
  - At least 5GB of disk space; more if running DEBUG level logging
  - At least 1GB of free RAM: <10,000 users
  - At least 2GB of free RAM: >10,000 users
- Two instances of DSS will be required - 1 for Google Apps users and 1 for GMS/GMD users.
- DSS does NOT sync user passwords.

**Budget:**

- 3 Days

## GMS / GMD (Postini) Setup and Implementation

**Description:** Google Messaging Security (aka GMS) provides spam and virus filtering, mail policy and rule enforcement and the like. Google Messaging Discovery (aka GMD) is used for mail archiving and retention and permits monitoring and legal discovery.

### Assumptions:

- Google supplies activation engineering resources to instantiate the environment and configure with default settings. Appirio will facilitate connecting the system to Gmail and application of customer specific policies and settings to meet your requirements.
- Customer will provide lists of usernames to populate different segments of GMS/GMD in which different policies and archiving rules can apply.
- The following prerequisite actions and information must be performed:
  - Google Apps admin account: Appirio will need an admin account on the client's Google Apps instance in order to change the outbound email gateway.
  - Subdomain for dual-delivery: Dual delivery must be set up before GMS/GMD work begins. This involves setting up the client's mail system to forward email sent to the pilot users to Google Apps through Postini by forwarding email to the same username on a subdomain (e.g. gapps.companydomain.com). That subdomain must be set up as an alias in Google Apps. This architecture can be tested by pointing the MX records for the sub-domain directly to Google Apps, but the client will eventually have to redirect those MXPostini instead. records to
  - Activation link and serial number: This setup requires approval from Google for a trial period of GMD. The client will most likely negotiate the trial period and number of licenses with Google/Postini through the Google sales team. Once approved, the client will receive an email with an activation link and serial number. The client should forward this email to Appirio's GMS/GMD technical consultant if they do not want to activate it themselves.
  - Support email address: The client must provide an email address from which emails generated by the GMD service will appear to come from. The same email address is used when an end user asks for support in the application. The address may or may not be on the same domain as the client's Google Apps instance.
  - GMS/GMD Admin email address and new password: The client must provide the email address of the first administrative user of GMS/GMD. This email address must be a valid email address on the same (primary) domain as the client's Google Apps instance. To ensure success, the account should be a real account in the client's on-premise email system, as well as a valid Google Apps account, and dual-delivery should be set up to the same username at the subdomain. If an existing account at the client is used, the client must ensure that Appirio has direct contact with the account owner, since Appirio will need information sent in the body of emails that are automatically sent to that address. A better alternative is to have the client create a named account for the Appirio GMS/GMD technical consultant in the client's on-premise email system with a forwarding rule.

### Budget:

- 2 Days

## Mobile Device Setup / Support

**Description:** Google Apps support a variety of mobile devices and platforms and offers differing levels of capability for each. Appirio will advise customer of best practices and alternative methods for using mail, calendar and contacts on your devices and the advantages and disadvantages of each approach.

### Assumptions:

- If a BlackBerry BES server is present, customer has control of this environment and can leverage it to push new mobile applications to the BlackBerry device.
- The client is responsible for managing the distribution of Google applications for mobile devices and for managing license procurement and distribution of any third-party applications for mobile devices.

### Budget:

- 1 Day

## Migration of Legacy Email

**Description:** Although Appirio can migrate email from nearly any legacy system, we provide rules of thumb for the most common systems below. Other systems may require additional development and configuration costs:

For Exchange 2k3, Lotus Notes, and Groupwise, we anticipate the following level of effort:

- System configuration: 5 days
- Data migration: 6 work days for each 1 TB of data
- >= 5 TB = 30 days + 5 days (system configuration)

### Assumptions:

- Avg message size = 50KB
- Outbound bandwidth available for mail migration = 100mbps
- Average mailbox size = 1GB
- Number of concurrent sessions with which we can hammer the client's mail server = 50
- A workstation to host the migration tools

### Budget:

- \$1,600/Day consulting fees
- Lotus Notes migration will require a \$10 per user software licensing fee

## Migration of Legacy Calendar

**Description:** There is an extensively long list of source systems from which you can migrate your calendar data into Google Apps. To simplify the level of effort estimates Appirio provides reliable rules of thumb for the most common systems below:

For Exchange 2k3, Groupwise, Lotus Notes, and Oracle Calendar, we anticipate the following level of effort:

- System configuration: 5 days
- Data migration: 1 day
- Notes will require additional software license costs (Notes client on migration workstation)

### Assumptions:

- Programmatic access to legacy systems
- A workstation to host the migration tools

### Budget:

- \$1,600/Day consulting fees
- Lotus Notes migration will require a \$10 per user software licensing fee

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