



knowplace Moodle Services: Hosting & Support January 2017

Open2Know.ca, a registered Moodle Partner, is pleased to provide the following services for its clients.

Moodle hosting:

- Storage space
- Monthly bandwidth transfer
- Unlimited Moodle users (learners, instructors or administrators)
- Daily backups and weekly to separate off site physical hardware
- All standard Moodle modules
- SMS1 for BCLN members

Moodle support services:

- Online email customer support
- Online training
- Moodle technical product development (new features, changes, etc.)

Moodle Hosting

Option 1: We Host, We Support <i>We host, service & support your Moodle installation</i>	Level 1	Level 2	Level 3	Level 4	Level 5
<ul style="list-style-type: none"> ● Storage (includes daily & weekly offsite backups; unlimited users; one named admin) 	40GB	100GB	150GB	200GB	300GB
<ul style="list-style-type: none"> ● Standard Moodle hosting price (annual) 	\$5,000	\$8,000	\$9,000	\$10,000	\$12,000
<ul style="list-style-type: none"> ● BCLN discount Moodle hosting price (annual) 	\$4,000	\$7,000	\$8,000	\$9,000	\$11,000

Option 2: You Host, We Support <i>You host, we service & support your Moodle installation</i>	Base Price*
<ul style="list-style-type: none"> ● Standard Moodle service/support price (annual) 	\$4,000
<ul style="list-style-type: none"> ● BCLN discount Moodle service/support price (annual) 	\$3,000

**Does not include set up*

Additional Support Services (NOTE: Required packages will depend on site and local environment)	10 Hours	30 Hours	50 hours	100 Hours
<ul style="list-style-type: none"> ● Combined Service Package (Moodle Technical Support and Help Desk) 	\$1,500	\$4,000	\$6,000	\$10,000