

# ADVANTAGE 365

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## ADVANTAGE 365™: Not Just a Software, a Business Solution

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You start your morning with a cup of COFFEE, and you start work by checking your E-MAIL.

What if that was ALL IT TOOK to use your entire business solution?

What if, from ONE PLACE, you could access EVERYTHING?

Business management software, company intranet, business intelligence reports, shared calendars, document storage, message boards, internal and external communication tools, and EVERYTHING that you have ever needed to run your business...

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ADVANTAGE 365™, powered by Office365, represents the latest breakthrough of a completely integrated business solution for the equipment rental, sales, and service industry.

## Your Advanced ADVANTAGE365 Package is All Inclusive

From our signup page, enter your company information. Each employee, first and foremost, must have an e-mail address. ADVANTAGE 365 is powered by Office365, so emails are included for every employee. This e-mail address gives the employee access to all of ADVANTAGE 365's business tools.

One login. One password. One business solution for every aspect of your company.

### ADVANTAGE365 Includes the following features:

Business Tools	Advanced
<b>Online Microsoft Office Tools:</b> Outlook, Word, OneNote, PowerPoint, Excel, Sway, Yammer, Skype for Business, OneDrive, Video, SharePoint	✓
<b>Fully Installed Local Office Tools:</b> Outlook, Word, OneNote, PowerPoint, Excel, Publisher, Access	✓
<b>Includes All Server Hardware:</b> No costly on premises servers, upkeep, IT, etc. Fully hosted online end-to-end business solution	✓
<b>Integrated Credit Card Processing:</b> Integrated PCI Compliant Credit Card processing for ADVANTAGE 365 and Customer Portal	✓
<b>Unlimited Online Communication:</b> Corporate Social Network, online meetings, screen sharing, meeting broadcasts to up to 10,000 attendees	✓
<b>Antivirus and Backups:</b> Antivirus, daily system backups	✓
<b>Advanced Security:</b> Encryption, data loss prevention, archiving, legal hold	✓
<b>Unlimited RMI Support:</b> Live Support available 7am-8pm EST. 24/7 Critical Support. 24/7 Online support. Historical case reference.	✓

Unlimited Training: Unlimited training from Microsoft-certified professionals.	✓
Upgrade and Updates: Upgrades and updates to all software are installed by RMI on a regular basis	✓
Free Data Conversion: Never pay data conversion fees	✓
Free Implementation: Never pay implementation fees	✓
Automatic Sales Tax Updates: Monthly CCH Sales Tax Updates for all of United States – handles destination and origin based sales tax	✓
<b>Peace of Mind Services</b>	
Point-in-Time Restore: Rewind database to a certain time of day, up to 24 hours.	\$399
SharePoint File Deletion Retrieval: Deleted files can be retrieved by RMI for 90 days after deletion date.	✓
E-mail Deletion Retrieval: Deleted files are available in Deleted Items folder for 30 days after deletion. Permanently deleted files are available for 14 days after deletion from Deleted Items folder.	✓
<b>Storage Allotments</b>	
Individual File Storage: OneDrive storage per user *5TB each with 5 user minimum, otherwise 1TB	5 TB*
Database File Storage: 1 GB base + 1 GB per employee as storage space	1 GB for Company + 1 GB per Employee
Email Storage Space: Space available for Email Storage	Unlimited

Company File Storage: Personalized SharePoint site for Document Management, company communications, and business oversight tools. 10GB storage base + 10GB per employee. All with customizable security settings.	10 GB for Company + 10 GB per Employee
RMI Reporting:	
Standard ADVANTAGE 365 Reporting	✓
Customizable System Reports	✓
Export Reports to Excel	✓
Refreshable Reports in Excel via ODATA	✓
RMI Reporting Guarantee: Unlimited, free, custom reporting within the system	✓
Functionality Available to Level 3 (read & edit) Access	
Rentals	✓
Sales & Marketing	✓
Financial Management	✓
Purchasing	✓
Inventory	✓
Resource Planning	✓
Service	✓
Jobs Costing	✓
Manufacturing	✓
Warehouse Management	✓
Multilingual	✓
Multicurrency	✓
Additional Services	

Customer Portal: Where customers can self-service by paying invoices, requesting service on equipment, and more.	Add-on
Website Hosting: Ability to host your website on our servers	W/ Cust. Portal
Modification: Option to have system code modified/customized	A La Carte
Web Services: Custom Web Services via SOAP for integration to third party systems. Requires Customer Portal	A La Carte

## Add Access Levels for Select Employees



The “Access Level” of each employee will determine their ability to read and write within the functionality of your company’s selected package.

Employees that do not require access to the business system are simply “Office365 Employees” and will only have the business tools provided by Microsoft’s E3 plan for Office365.

	Level 2 Access	Level 3 Access
Access and Print Reports	YES	YES
Access to Any and All Records	Read Only	Read & Edit
Access to Company Information embedded into SharePoint and other related sites	YES	YES
Access to Customer, Vendor, and Contact Records	Read & Edit	Read & Edit

## Additional Information and Services

### RMI's Service Level Agreement

Type of Issue:	Example:	Response Time:
<input type="checkbox"/> Critical Issues	System Down	Immediate to 1 hour
<input type="checkbox"/> High Priority Issues	Major functionality down	Immediate to 2 hours
<input type="checkbox"/> Medium Priority Issues	Impaired performance	Immediate to 3 hours
<input type="checkbox"/> Low Priority Issues	Have question, but system still performs	Immediate to 4 hours

### Storage Space

Additional Storage space in either the database or SharePoint is charged at \$4.95 per GB per month.

### Credit Card Processing

Additional Merchant Accounts are \$300 each.

### Unlimited User Training

Includes:

- Training via Live Support 7am-8pm EST Monday-Friday
- Access to [RMI Knowledge Base](#)
- Access to [training videos](#)
- Access to [Support Site](#)

### Nightly Backup Service

- Customer retains full ownership of their data
- Nightly Backups and 3 week retention of backups
- Data restores for Disaster Recovery
- Individual file restore from prior night's backup (unlimited)
- Copies of backed up data available upon request
- Individual file restore from specific night's backup up to 2 weeks (3 per month included, \$299 each after 3)

