



2016

Remote & **On Site IT**
Support **Information**



FLASH

TECHNOLOGIES

SLA

We offer excellent value support service agreements designed to suit your requirements and business solutions.

Our services include full-time remote access and on-site* I.T. support and maintenance contracts.

Our 2016 rates are as follows: (Prices excl. VAT @ 14%)

- **1 x Desktop | Notebook Computer Only - per month: R285.00**
- **2-25 Desktop | Notebook Computer Only - per month: R220.00 per device**
- **26-50 Desktop | Notebook Workstations - per month: R190.00 per device**
- **Servers will be quoted for accordingly, starting from R700.00 per month up to R4000.00 per Server per month. server pricing is dependant on Applications and Operating Systems being implemented.**

Our Standard SERVICE LEVEL AGREEMENTS include:

- **Flashtech Support Portal Card – Remote Login Portal for each user.**
- **Unlimited monthly remote support on all Workstations specified in the contract.**
- **Remote support is currently offered Mon-Fri 08h00-17h00 unless otherwise specified**
- **On-Site call outs if required or if problem cannot be resolved remotely.**
- **Management of Maintenance of Servers and Workstations, updates and Service Packs**
- **Management of Backup Systems (provided the client has made provision for this)**
- **LAN, E-Mail and Internet Management**
- **General Troubleshooting**
- **Free IT consulting on upgrades, best solutions practices etc.**
- **Virus Software Management and Updates**
- **Virus, spyware, malware removal**
- **Temp stock of Monitors, Keyboards, Screen Cards, Mice, basic printers, during repair or replacement time**
- **10% - 15% COD Discounts on all purchases on all IT**
- **Equipment (Hardware and Software) from Flash Technologies.**



SLA

- The SL Agreement does NOT include:

- Hardware repair (due to failure of all kinds)
- Operating System Re-Installs | Redo's – these will be quoted for accordingly
- Desktop, Server Upgrades – these will be quoted for accordingly
- Maintenance, Repair and Servicing of all types of external peripherals i.e. printers, plotters etc. – these will be quoted for accordingly
- Consumable supplies (i.e. Print Cartridges, stationery etc.) – these will be quoted for accordingly
- Data Backups - unless initially stipulated in contract.

* On-Site call outs will only be included in the Monthly fee if stipulated on the original contract.

SAVE MONEY AND TIME & GET A SERVICE CONTRACT WITH FLASH TECHNOLOGIES TODAY, YOUR ONE STOP I.T. SUPPORT SERVICES COMPANY.

012-804 4684

www.flashtech.co.za



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