

Service & Maintenance Agreements:



Tyrmida's primary focus with customers has always been Maintenance & Support agreements. Our goal is to form a long-term relationship with our customers outsourcing their I.T. staff requirements. For most Small and Medium Enterprises or Larger Companies with remote branches this becomes necessary as full-time on-site I.T. support staff runs too expensive.

Unlike the common industry standard to provide I.T. maintenance & support agreements based on hours, our service is priced according to the infrastructure and users that need to be supported.

The Benefits:

- Expenses are predictable and budgeting becomes easy as the customer know what they will pay irrespective of how many hours of support or maintenance were provided. This further streamlines billing and accounts for the customer as there are no multitude of job cards and invoices to be audited and processed.
- Due to the way that our Service Level Agreements are priced, there is a mutual benefit in between the customer and us to have stable well-maintained systems. If I.T. down-time and problems are kept to a minimum, the customer will lose less productivity and at the same time, we benefit from having to spend less hours doing emergency troubleshooting and recovery. Because of this, we are naturally motivated to ensure routine maintenance is kept up-to-date and systems in top-notch condition.
- The customer has one account manager at one company to contact for any I.T. issue that needs to be sorted out. This person takes on the branch as his/her responsibility and would work together with the customer's staff to ensure that the goals as far as I.T. systems are met.

The Cost:

| Device | Cost |
|---|----------|
| Terminal / Thin Client | R 28.00 |
| Desktop Without Administrative Access | R 83.00 |
| Desktop With Administrative Access | R 171.00 |
| Laptop Without Administrative Access | R 105.00 |
| Laptop With Administrative Access | R 220.00 |
| Network Device (Switches, Routers and Wireless Access Points) | R 44.00 |
| Printer | R 66.00 |
| Windows Server | R 880.00 |
| IP PBX | R 297.00 |
| Linux Server | R 297.00 |
| Print Server | R 44.00 |
| IP Phone | R 28.00 |
| Hardware Firewall | R 297.00 |
| External Hard Drive | R 11.00 |

Unfortunately it is next-to-impossible to disassociate certain devices/users from the central I.T. infrastructure; therefore we cannot provide cover for "certain things only" (with the exception of separated PBX/Telephone Systems). Customers should also be aware the our SLA pricing increases by 10% per annum to cover our own increased costs.

Benefits Included:

- Routine maintenance & cleaning up of necessary systems.
- Real-time monitoring of all static on-site equipment using our central customer monitoring systems (in most instances we are aware of things breaking before our customers are).
- Online web-based ticketing system to log and track non-emergency support requests, user changes etc.
- Full Documentation on Infrastructure for Business Continuity and certification purposes.
- Same / Next day response on critical system-wide issues.
- Yearly budget review to plan future I.T. Infrastructure costs and expansions / changes.
- Quarterly review and consultations.
- 30-day cancellation notice period (no yearly contracts).

Costs not covered:

- Hardware (New & Replacement of Failed Components) and Software Licensing Costs.
- Other Service-based costs such as Hosting / ISP Connectivity (these will be provided separately from the SLA).

Extras:

We offer a wide range of additional services at additional cost for customers. Our 3 most popular choices are as follow:

| Service | Monthly Cost | Priced |
|---|--------------|------------|
| Weekly (Any Day) On-Site / Off-Site Backup Media Swap-Out and Storage Service | R 500.00 | per site |
| Backup Integrity and Bare-Metal Restore Test with Full Report | R 100.00 | per device |
| Dedicated Assigned Technician for Immediate 1st Priority Support Response | R 5 550.00 | per sla |

We do provide free site-inspections without any obligations. Make an appointment with us today to come and see you to give an exact quotation.

You are also very welcome to visit a few of the many sites that we currently manage. We are able to schedule a reference appointment within 1 to 2 weeks. Visit our web-site for further information:

www.tyrmida.com