



T E C L O G I X

IT SERVICES AND SOLUTIONS

Design. Deploy. Deliver.

Company Information Document

Our Services & Pricing



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TECLOGIX'S VISION

The primary objective of Teclogix is to provide high quality IT services at an affordable price while at the same time simplifying the support process. We strive to deliver IT support as a proactive service which in turn will result in decreased downtime.

GENERAL SERVICES

Installation of software for monitoring, which enables us to deliver proactive support.

Help in day-to-day support and management.

Fault finding / Repairs on Desktops, Laptops and Hardware.

New hardware or desktop platforms support and installations.

Printer and peripherals support and installations.

Rolling out large scale upgrades.

Server setups and maintenance.

Setting up of backup solutions to meet the requirements of the company.

NETWORKING SERVICES

Planning and setup of network requirements.

Cabling-Pulling of Cat 5e/6 and Patching Cables.

Wireless networking.

INTERNET SOLUTIONS

ADSL.

Fibre to company and home (Where possible).

Wireless Internet.

Secure connections via Virtual Private Networks (VPN).

VoIP Solutions.

CCTV INSTALLATIONS

Cameras for your viewing needs.

WEBSITE

Creating and maintaining of websites.

Domain Registrations, Hosting, Website Hosting, Mail spooling, Mailing lists hosting of Domains.

OFFICE 365

Creating Exchange Accounts

Providing Licencing of Microsoft Products.

SECURITY AND MONITORING

Deployment of Antivirus and Monitoring software in the client's network.

EMAIL BRANDING

Creation, setup and maintenance of custom, cloud-based email signatures and banners.

Email Branding Fees (excl VAT)

Banners & Signatures:

New Banner & Signature Design Combo	R	1,050.00
New or Redesign of Banner	R	525.00
New Signature Design	R	525.00
Signature Redesign	R	375.00
New Animated Banner	R	775.00

Banner Design Packages (monthly retainer):

5 New Banners	R	1,550.00
10 New Banners	R	3,550.00

Signature & Banner Edits:

Text Edits to Signatures	R	165.00
Text or Image Edit to Banner & Signature	R	275.00

Web or Social Media:

Banner Design	R	525.00
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Uploading Banners:

Batch of 5 Banners or Less	R	160.00
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Sender List Building:

Extraction of Sender List in CSV format	R	525.00
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Non-branding Licenses:

Additional Exchange users routing without branding. Bandwidth Fees	R	10.00
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Training:

General Training of Users on the System	R	1050.00
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Monthly Signature Branding Fee (excl VAT)

1 – 20	R	66.00
21 – 50	R	60.00
51 – 100	R	55.00
101 – 200	R	49.00
201 – 500	R	35.00
501 – 1,000	R	22.00
1,001 – 2,500	R	18.00
2,501 – 5,000	R	17.00
5,001 – 10,000	R	15.00
10,001 – 25,000	R	13.00
25,001 – 50,000	R	11.00

OTHER SERVICES

We also offer computer hardware from top brands and a range of trusted business software, including Microsoft products, leading security software and custom installations of open-source software.

SUPPORT SERVICES' COST

Ad Hoc Support

Junior Onsite Engineer	R 580.00	p/h	(Onsite support that requires a junior resource)
Junior Offsite Engineer	R 580.00	p/h	(Offsite support that requires a junior resource)
Junior Remote Support	R 145.00	p/15min	(Phone support that requires a junior resource)
Senior Onsite Engineer	R 840.00	p/h	(Onsite support that requires a senior resource)
Senior Offsite Engineer	R 725.00	p/h	(Offsite support that requires a senior resource)
Senior Remote Support	R 185.00	p/15min	(Phone support that requires a senior resource)
Remote Out of Hours	R 525.00	p/30min	(Phone support provided out of normal support hours)
Onsite Out of Hours	R 1125.00	p/h	(Onsite or offsite support provided out of normal support hours)

Travel

Travel to sites charged at R6.50 p/km excl. VAT, after 10km radius.

All above costs exclude VAT.

Miscellaneous

Assessment fee	R 250.00		(Offsite support that requires to analyse)
Damage report	R 250.00		(Offsite support that requires to analyse)

All above costs exclude VAT.

SUPPORT HOURS

Standard service desk working hours are from 08:00 to 17:00 from Monday to Friday.

Out of hours support will be available at an additional cost. Out of hours incidents include incidents reported outside of the usual 07:00 to 18:00 (Monday to Friday) that require immediate response. VIP users may also request that a Teclogix engineer continue working on an existing incident out of hours.

OOH Onsite	R 1255.00	p/h	(Onsite or offsite support provided out of normal support hours)
OOH Remote	R 525.00	p/30 min	(Phone support provided out of normal support hours)

All above costs exclude VAT.

SLA BUNDLE PRICES

5 Hour SLA Bundle:

Junior Onsite Engineer	R525.00	p/h	(Onsite support that requires a junior resource)
Junior Offsite Engineer	R525.00	p/h	(Offsite support that requires a junior resource)

Travel

Travel to sites charged at R6.50 p/km excl. VAT, after 10km radius.

All above costs exclude VAT.

10 Hour SLA Bundle:

Junior Onsite Engineer	R500.00	p/h	(Onsite support that requires a junior resource)
Junior Offsite Engineer	R500.00	p/h	(Offsite support that requires a junior resource)

Travel

Travel to sites charged at R6.50 p/km excl. VAT, after 10km radius.

All above costs exclude VAT.

20 Hour SLA Bundle:

Junior Onsite Engineer	R475.00	p/h	(Onsite support that requires a junior resource)
Junior Offsite Engineer	R475.00	p/h	(Offsite support that requires a junior resource)

Travel

Travel to sites charged at R6.50 p/km excl. VAT, after 10km radius.

All above costs exclude VAT.

30 Hour SLA Bundle:

Junior Onsite Engineer	R450.00	p/h	(Onsite support that requires a junior resource)
Junior Offsite Engineer	R450.00	p/h	(Offsite support that requires a junior resource)

Travel

Travel to sites charged at R6.50 p/km excl. VAT, after 10km radius.

All above costs exclude VAT.

SUPPORT SERVICE LEVEL AGREEMENTS

PRIORITY LEVEL 1 (1 HOUR RESPONSE)

This SLA level includes the HIGHEST priority requests that usually affect all or multiple users.

These requests may include:

- Server hardware failure
- Network hardware failure
- Internet service failure
- Complete printer failure
- Application failures that prevent multiple users from performing important daily tasks
- Failures that affect individuals when business critical activities are affected. These requests will only be logged as priority level 1 when reported by a predefined list of VIP users.

PRIORITY LEVEL 2 (2 HOUR RESPONSE)

This SLA level includes HIGH priority requests that may affect multiple or single users from performing their daily tasks in the following circumstances:

- Multiple users are unable to perform important daily tasks, but these tasks aren't critical, and users are able to continue with other task while waiting for support.
- Failures that affect individuals when critical activities are affected. These requests include those reported by users that are not on the VIP list.
- Inconsistencies or performance issues on server or network hardware and software that may severely affect multiple users if left untreated.
- Loss of some printing functionality
- Critical change requests

PRIORITY LEVEL 3 (4 HOUR RESPONSE)

This SLA level includes MEDIUM priority requests that may affect multiple or single users from performing their daily tasks in the following circumstances:

- Multiple users are unable to perform less important daily tasks, but these tasks aren't rated important and users are able to continue with other task while waiting for support.
- Failures that affect individuals when important activities are affected.
- Updates and upgrades on server or network hardware and software as part of the preventative maintenance procedures to reduce security risks and product failures.

PRIORITY LEVEL 4 (8 HOUR RESPONSE)

This SLA level includes LOW priority requests that may affect multiple or single users from performing tasks in the following circumstances:

- Multiple users are unable to perform everyday activities that hardly affect their daily routine and users are able to continue with other activities while waiting for support.
- Failures that affect individuals when less important or everyday activities are affected.
- Updates and upgrades on workstation hardware and software as part of the preventative maintenance procedures to reduce security risks and product failures.
- Application and hardware installations that aren't part of a project or mini project.
- Non-critical change requests.

SLA SERVICES INCLUDED

SLA Support subscription includes X hours support per month, allowing maximum accumulation of 2X hours support over two months. (Note: Current month's support quota used before transferred hours. Unused onsite support hours expire after 2 months).

Support fall under the "Teclogix Assist!" group of services.

Ongoing Preventative Maintenance and Consultation:

These services fall under the "Teclogix Avert!" group of services.

- Monitored Internet Connections
- Monitored Servers
 - Uptime
 - Services
 - Storage
 - Hardware
- Monitored Backups
- IT License Management
- IT System Documentation Management
- IT Consultation According to Business Needs

Support Management Tools Available to Client:

- Service Desk Portal
- Support Knowledge Base
- Infrastructure Monitoring Portal
- Backup Notifications and History
- Online System Documentation and Change Control

FIXED QUOTA SERVICES

The below list is only a standard indication of labour hours required for setup.

New equipment can be installed and configured remotely as long as the onsite person is able to assist with minimal interruption to the user. Remote installation of equipment will result in a quicker and cheaper turnaround in service.

All new desktops and laptops must be ordered with Windows 10, as Windows 7 and 8.1 is no longer supported.

Fixed Quota Item	Quota
Hardware	
New Laptop with Windows 10 Preinstalled (Includes all software) – Remote Setup	2 Hour Remote
New Laptop with Windows 10 Preinstalled (Includes all software) – Onsite Setup	3 Hours Onsite
New Desktop with Windows 10 Preinstalled (Includes all software) – Remote Setup	2 Hour Remote
New Desktop with Windows 10 Preinstalled (Includes all software) – Onsite Setup	3 Hours Onsite
New Printer – Remote Setup	30 Minutes Remote
New Printer – Onsite Setup	1 Hour Onsite
Laptop Reinstallation with Windows 10 – Setup	3 Hours Onsite
Laptop Reinstallation with Windows 10 – Setup with backup	4 Hours Onsite
Desktop Reinstallation with Windows 10 – Setup	3 Hours Onsite
Desktop Reinstallation with Windows 10 – Setup with backup	4 Hours Onsite
Account Management	
New Network User Account (No email)	15 Minutes Remote
New Network User Account (With email)	45 Minutes Remote
Backup and Remove User Network and Email Account (Remove from Hosted Platform)	45 Minutes Remote
Software Installation on Existing Computer	
Microsoft Office 365	1 Hour Remote