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## ITNA Support Services: RETAINER



In today's complex world of Information Systems, the business owner is flooded with a mass of technology options to support their business. Sifting through this information overload is a daunting task.

ITNA brings value by partnering with business and understanding their needs and constraints. The wealth of knowledge and experience within the ITNA support team enables business owners to focus on running their business and trust that they have the right IT support and infrastructure according to their specific needs. ITNA support engineers undergo continual training and certifications to ensure that the client's technical challenges are resolved in a timely and professional manner.

ITNA Support Services are designed specifically at the SME market. With our in-depth understanding and more than 10 years' experience we guarantee a high level of satisfaction with our clients.

## Our services range from

- Telephonic and remote support
- Service Desk for tracking issues and ensuring a high service delivery
- Mobile device support (Blackberry, iPhone)
- Back office and server support
- Scheduled on-site support
- Technology related procurement



ITNA SUPPORT  
SERVICES  
IN BRIEF

## YOU GET ACCESS TO:

- The ITNA service desk

This includes the ability for a client to log a service request for work to be done in retainers or ad hoc.

- Access to the ITNA help desk

This includes 1st, 2nd and 3rd line support and interaction with various service providers on client's behalf. All calls are handled in a through a tiered approach to ensure the shortest possible resolution time.

**What we do:**

1. Remote assistance with calls ranging from user, server, application and network. This will include the identification of issues, implantation of the fix and documentation of the fix.
2. Working with service providers to resolve their service issues on behalf of the customer.

- Onsite Support

ITNA will schedule a technician to visit the client on regular bases, usually weekly. Further to that ITNA's approach is have the same technician dedicated to a client to ensure a proper understanding of the technical & business environment.

**What we do:**

1. ITNA has a predefined check list that our technicians follow when onsite. These checks are environmental and preventative and are done to ensure that minor issues don't escalate to major issues. The checks include Anti-virus, Patch deployment, Server logs, Network tests and backup completion.
2. During the retainer our technician will also attend to scheduled calls for the customer that was logged on our service desk.

- SDM / Account management

ITNA strives to be a client intimacy business and thus more than just a service provider but rather a true technology partner to our clients. We do this by conducting regular operational meetings with our clients to foster an understanding of both their goals and the direction they are steering their business in. Our service delivery methodology entails either on-site or telephonic service review meetings.

Example graphs: Service delivery review meetings



- Procurement at a cost plus base

Being transparent in our service offerings ITNA does procurement for all out retainer based customers at a cost plus basis. This means that we add a predefined % mark-up on all general hardware & software orders placed with us.

	COMPUTER HARDWARE	COMPUTER SOFTWARE
% MARGIN	15%	20%
	<ul style="list-style-type: none"> <li>- Desktop PC</li> <li>- Laptop</li> <li>- Screen</li> <li>- Printers</li> <li>- Accessories (Keyboard, Mouse, USB stick etc)</li> </ul>	<ul style="list-style-type: none"> <li>- Operating Systems</li> <li>- Microsoft Office production</li> </ul>

We also provide fix costs for other popular products such as:

	ITNA PRICE
CAT3 Network Point	R 295.00 per point
CAT5 Network Point	R 525.00 per point
Printer Repairs	20% mark-up on vendor price
Snom 300 IP phone	R 750.00
PC Setup	R 1600.00

# RETAINER SUPPORT: INFRASTRUCTURE WHAT WE DO



## WHAT DOES ITNA DO DURING A RETAINER?

SERVICE CATEGORY	SERVICE DESCRIPTION
Pro Active Anti-Virus Management	<ul style="list-style-type: none"> <li>- Sophos</li> <li>- Eset NOD32</li> <li>- Other</li> </ul>
Server Support	<ul style="list-style-type: none"> <li>- DHCP Server</li> <li>- DNS Server</li> <li>- General \ File Server</li> <li>- Active Directory Server</li> <li>- Exchange Server</li> <li>- Blackberry Server</li> </ul>
User Systems	<ul style="list-style-type: none"> <li>- MS Office</li> <li>- MS Windows All Versions</li> </ul>
Networks	<ul style="list-style-type: none"> <li>- ISP</li> <li>- Firewall / Proxy</li> <li>- Switches</li> </ul>
Printers	<ul style="list-style-type: none"> <li>- Peripherals</li> </ul>

### IMPORTANT NOTES:

Any support that does not form part of the selection above will be billed at standard ad-hoc rates:

WORK CATEGORY	RATE PER HOUR
END USER SUPPORT (REMOTE / ONSITE)	R 485.00 per hour
SERVER SUPPORT (REMOTE / ONSITE)	R 565.00 per hour
SERVICE DELIVERY MANAGEMENT	R 565.00 per hour
PBX SUPPORT – ANALOGUE	R 485.00 per hour
PBX SUPPORT – VOIP	R 565.00 per hour
NETWORK SUPPORT	R 565.00 per hour
CALL OUT / DELIVERY	R 250.00
VENDOR MANAGEMENT	R 485.00 per hour

# RETAINER SUPPORT: INFRASTRUCTURE PRICING & SCHEDULE OF SERVICES

## ITNA RATE CARD FOR INFRASTRUCTURE SUPPORT RETAINERS:

SOLUTION	ON-SITE SUPPORT	REMOTE SUPPORT	PRO-ACTIVE MANAGEMENT REPORTING	CALL OUTS	SERVICE DELIVERY MANAGEMENT	PRICE (EXCL. VAT)
Solution A: Remote Only	-	1 hour per week	-	-	-	R 2060.00
Solution B: 1 – 10 Users	¼ day per week ( 2 hours per week)	1 hour per week	1 Device	1 per week	-	R 6 625.00
Solution C: 11 – 25 Users	½ day per week ( 4 hours per week)	2 hours per week	2 Devices	1 per week	1 hour per month on-site	R 13 000.00
Solution D: 26 – 50 Users	1 day per week ( 8 hours per week)	4 hours per week	4 Devices	2 per week	2 hours per month on-site	R 25 115.00
Solution E: 51+ Users		Please contact ITNA for tailored quote				

# RETAINER SUPPORT: INFRASTRUCTURE PRICING & SCHEDULE OF SERVICES

## HOW TO CUSTOMIZE YOUR SOLUTION:

We pride ourselves in being a customer intimate firm by first understanding the requirement and THEN matching it with the appropriate solution hence the above schedule of services can be customized.

Additional hours for a specific category can be added to the solution at the following rates:

	ON-SITE SUPPORT	REMOTE SUPPORT	PRO-ACTIVE MANAGEMENT REPORTING	CALL OUTS	SERVICE DELIVERY
RATE (Excl VAT)	R 405.00 per hour	R 475.00 per hour	R 270.00 per device	R 175.00 per call out	R 475.00 per hour

For example:

If your company is 10 users we recommend Solution A as per Table 1.0 above. Included in this solution are the following:

- 2 hours per week on-site support
- 1 hour per week remote support
- Pro-active management reporting on 1 device
- 1 call out per month
- Total cost: R 6320.00 excl. Vat

If you require an additional 1 hour per month on-site support we will simply add the category and rates as set out in Table 1.1 above to solution A.

Included in Solution A plus the requirement for additional on-site support:

- 2 hours per week on-site support
- 1 hour per week remote support
- Pro-active management reporting on 1 device
- 1 call out per month
- Additional 1 hour per month on-site support
- Total cost: R 6320.00 (Table 1.0) + R 405.00 (Table 1.1) = R 6 795.00