
Service Level Agreement

Online Direct is able to offer your company a tailored Service Level Agreement to suit your needs. While every company's requirements are different, we have streamlined a few SLA packages from which you may choose a solution that suits your needs.

Each SLA package may be tweaked for any additional requirements that you may have.

SLA OFFERINGS

Basic SLA

- Unlimited telephonic support from our extended hours call-centre
- Unlimited remote login support
- One on-site visit per month limited to 2 hours
- Carry-in repairs, labour only. All hardware will be quoted for separately
- Updated site documentation
- Prompt response times:
 - Call-centre response within 20 minutes during call-centre hours
 - Emergency on-site technician within 4 working hours
 - Standard next day on-site support
- After-hours support available at 1½ times normal rate, on request
- Reduced rate for consulting which falls outside of SLA
- Revolving equipment update plan ensuring that all equipment is current, minimising bulk expenditure

Standard SLA

- Unlimited telephonic support from our extended hours call-centre
- Unlimited remote login support
- One on-site visit per month limited to 2 hours
- Carry-in repairs, labour only. All hardware will be quoted for separately
- Updated site documentation
- Prompt response times:
 - Call-centre response within 20 minutes during call-centre hours
 - Emergency on-site technician within 4 working hours
 - Standard next day on-site support
- After-hours support available at 1½ times normal rate, on request
- Reduced rate for consulting which falls outside of SLA
- Revolving equipment update plan ensuring that all equipment is current, minimising bulk expenditure

Advanced SLA

- Unlimited telephonic support from our extended hours call-centre
- Unlimited remote login support
- Unlimited on-site visits
- Carry-in and on-site repairs, labour only. All hardware will be quoted for separately
- Updated site documentation

Service Level Agreement cont.

- Prompt response times:
 - Call-centre response within 20 minutes during call-centre hours
 - Emergency on-site technician within 4 working hours
 - Standard next day on-site support
- After-hours support available at 1½ times normal rate, on request
- Reduced rate for consulting which falls outside of SLA
- Up to three free domains including basic hosting and routing of mail to own server
- Support for home computers at a third of the per seat SLA rate, per computer
- Revolving equipment update plan ensuring that all equipment is current, minimising bulk expenditure

Our standard SLA packages are based on the following table:

SLA PRICING GUIDE			
Number of Users	Basic SLA	Standard SLA	Advanced SLA
Up to 5	R 1 500	Not available	Not Available
6 to 10	R 2 259	R 4 550	
11 to 15	R 2 850	R 5 700	
16 to 20	Not Available	R 7 200	
21 to 25		R 8 890	
26 to 35		R 350 per seat	R 585 per seat
36 to 49	R 340 per seat		
50 or more	Not Available		

All prices quoted in ZAR, excluding VAT.

We do have a few requirements for entering into our SLA programme:

- A full onsite survey and inventory is required. On completion, a non-obligatory quotation for required improvements will be made. This process will include full site documentation which will be available to the client
- A suitable antivirus programme must be in place
- A server on site is required for networks larger than ten workstations
- Suitable network connectivity and remote access must be made available

We also offer a number of value added services at an additional fee:

- Remote backup services
- Mail Branding
- Mail Archiving
- Mail Spam Filtering
- Website filtering and monitoring