



## Services Overview and Pricing



## About Us

PC Services was founded by an independent group of IT enthusiasts in 1991, repairing computers and developing software for clients in Stellenbosch. This time also saw the launch of the world's first website and "high-speed" internet at 14.4kbps!

The notebook trend emerged, and home users increased drastically leading to a higher demand in professional IT Services. PC Services were well prepared to apply our professional expertise to both home and corporate clients.

A decade later, in 2001, the first Apple stores opened and Windows XP was released. PC services now had a thriving team of experienced IT Technicians to deal with the new demand for a speedy internet connection along with that brand-new Windows XP PC.



Throughout the 2000's, PC services stood the test of time as we continued to grow and learn, becoming able to handle any IT issue proficiently and effectively. As internet speeds went from 4MB Broadband to 100MB fibre connections, the need for faster internet and data availability led to the "cloud revolution" and many new cloud-based IT companies sprouted. Once again PC Services retained the loyal support of our clients as nothing can substitute experience.

In 2016, the company made some changes to further improve the quality of our services by reducing costs for clients, increasing productivity and perfecting service delivery. One of these changes was the appointment of a young, success driven CEO to inject a fresh energy and new life into the already rock-solid foundation and experienced technicians at PC Services.

We have since grown into a great team of certified and experienced technicians as well as dedicated sales, admin and finance functions to ensure customer satisfaction on all levels.

We continue to learn and adapt to new technologies so that our clients can keep up with the ever-changing future with quality IT support.



## Index

Overview

Service Desk Support Options

Option 1: Ad-hoc Support

Option 2: Block of Hours

Option 3: Unlimited Remote User Support

Response Times

Tier Package Breakdown

# Services Overview

At Cape PC Services our main focus is Computer support but we also provide a wide range of services within the Technology industry which includes:

- Hardware sales, from Servers, Laptops, computers, any computer peripherals to a printer cartridge, anything related to technology we can source.
- Internet Services, from high speed Fibre Internet, ADSL, Wireless to Mobile Internet and domain/email hosting
- VOIP Telephone services. Affordable and High-Quality calls.
- CCTV installations and configurations

# Support Overview

## Cape PC Services Support Options

A dedicated team of IT specialists man the Cape PC Services Support Desk. We interact with clients to provide efficient incident management and problem resolution for all local network and computer issues, including:

- Technical support for desktops and laptops
- Technical support for physical and virtual servers
- Technical support for local network, printer, Wi-Fi, and internet issues
- Support for user applications where possible
- Management of all third-party vendors

**In essence, Cape PC Services provides a single point of contact for all your IT requirements!**

# Service Desk Support Options

The Cape PC Services support desk, provides clients with remote support services and on-site support for issues that cannot be resolved remotely.

## Option 1: Ad-hoc Support :

Cape PC Services provides Ad-hoc support on a R680/hour basis and will bill in 15min increments upon completion of work done.

Please note that pre-agreed after hours work for Ad-Hoc customers is invoiced at R1020 per hour.

## Option 2: Block of Hours :

Hours in Block	Monthly Cost	Rate per Hour
2	R 1,320	R 660
5	R 3,150	R 630
10	R 5,750	R 575
20	R 10,500	R 525

In the Block of Hours support model, time will be logged against the pre-purchased hours in 15min increments. Should the blocks of hours allocated/agreed upon be depleted, blocks will automatically be renewed as arranged with the customer.

Should the hours in the month be unused (including hours purchased intra-month), these hours will rollover for the next 30-day period.

Pre-agreed after hours or on-site work for Block contract customers is deducted from the existing Block at 1.5 times the time spent. (i.e. 1 hour of afterhours work = 1.5 hours removed from the Block).

## Option 3: Unlimited Remote User Support:

Cape PC Services also provides unlimited remote user support and is set at R260 per user. However, unlimited support customers are required to subscribe to one of our tier business packages. These Packages includes:

- Panda Endpoint Antivirus, upgradable to Adaptive Defense 360
- Ninja Network and Computer Monitoring.
- Personal OneDrive Backup or an approved backup solution.

Our Full Tier Package includes all remote/site support for the environment status quo, all machines on this package must undergo initials checks and necessary software installed which will be charged at a reduced hourly rate of R660 per hour and must not exceed 1 hour per workstation.

Any additional work, changes or requests above contract will be charged at a reduced hourly rate of R660 per hour.

Pre-agreed or emergency after hours work for our full tier package customers is invoiced additionally at R1,020 per hour.

A Block of Hours can be used in conjunction with any Tier Package to reduce the costs of change requests, on-site and after-hours work required.

# Response Times

Cape PC Services will respond to each issue logged on a severity level based on the impact of the issue. This is then managed to the timeframes set out below.

Priority	Criteria	Example
<b>1 – Business Critical</b>	Mission critical, all employees affected	No Internet connection Server not responding Email system offline Sales system offline
<b>2 – High Priority</b>	Affects multiple employees, no workaround available, employee's ability to work significantly affected	Departmental software not responding Backup fail Mission critical computers and printers offline (ie. Payroll/ Point-Of-Sale)
<b>3 – Medium Priority</b>	Non-urgent, Important. Affects productivity	Computer/ Printer out of order but another is available
<b>4 – Low Priority/ Service Request</b>	Non-urgent, Non-important issue	Non-critical workstation hardware problem Quarantined email release Installation of hardware Mail filter whitelist/ blacklist New user requests/ changes

## Response times in Business Hours (by Contract type & Severity of Issue)

Severity	Ad Hoc	Block	Support Unlimited
Critical	Best Effort	2 Hours	30 Minutes
High	Best Effort	4 Hours	1 Hour
Medium	Best Effort	8 Hours	4 Hours
Low	Best Effort	24 Hours	12 Hours

### Hours of Operation

The Support desk is manned on South African business days between the hours of 08h00 and 17h00.

### After Hours Support

Our support desk is manned 24/7 for all clients, however all afterhours support will be invoiced at an additional R1,020 per hour minimum.



## Business Tier 1 – Basic Business

R280/Per User,  
Per Month

### Microsoft 365 Business Basic

- 50GB Exchange Mailbox
- Web apps only

### Panda Cloud Protection

- Proactive and real-time protection
- Maximum malware detection
- Web Filtering
- Automatic Transparent updates

### Computer Monitoring

- Firewall Status
- Hardware status
- Software updates
- Antivirus monitoring

### Cloud Storage and Backups

- Monitored Local Backups
- Monitored Cloud Backups\*

## Tier 2 – Home/Small Business

R339/Per User,  
Per Month

### Microsoft 365 Apps for Business on up to 5 devices

- Word
- Excel
- Outlook
- PowerPoint

### Panda Cloud Protection

- Proactive and real-time protection
- Maximum malware detection
- Web Filtering
- Automatic Transparent updates

### Computer Monitoring

- Firewall Status
- Hardware status
- Software updates
- Antivirus monitoring

### Cloud Storage and Backups

- 1TB Cloud Backup

## Business Tier 3 – Intermediate Business

R400/Per User,  
Per Month

### Microsoft 365 Business Standard on up to 5 devices

- Word
- Excel
- Outlook
- PowerPoint
- 50GB Exchange Mailbox

### Panda Cloud Protection

- Proactive and real-time protection
- Maximum malware detection
- Web Filtering
- Automatic Transparent updates

### Computer Monitoring

- Firewall Status
- Hardware status
- Software updates
- Antivirus monitoring

### Cloud Storage and Backups

- 1TB Cloud Backup

## Business Tier 4 – Business Premium – Full Maintenance

R630/Per User,  
Per Month

### Microsoft 365 Business Standard on up to 5 devices

- Word
- Excel
- Outlook
- PowerPoint
- 50GB Exchange Mailbox

### Panda Cloud Protection

- Proactive and real-time protection
- Maximum malware detection
- Web Filtering
- Automatic Transparent updates

### Computer Monitoring

- Firewall Status
- Hardware status
- Software updates
- Antivirus monitoring

### Cloud Storage and Backups

- 1TB Cloud Backup

### Computer Maintenance\*

- Computer updates
- Antivirus Updates
- Proactive Support
- Remote Support

## Comprehensive Protection

### Panda Cloud Protection

- With additional Adaptive Defence 360 for Ransom ware protection

Add R80/Per User, Per Month

\*Server Maintenance not included, reduced rate offered with package.

\*\*All Prices Exclude VAT\*\* \*\*\*Bulk Saving available\*\*\*

\*\*\*\* Package options available for users with more than one workstation or a workstation with no Office requirement

# References

