

vosiΛ
making it easier.

Standard ServerSupport

Silver ServerSupport

Gold ServerSupport

Ad-hoc ServerSupport



Vosila ServerSupport

Vosila IT is a business dedicated to simplifying the way in which IT is deployed in organisations – large or small.

Our vision is in our by-line: **Vosila IT – making it easier.** We strive to *get back to basics* when working with businesses on their strategy and implementation of IT. You'll often hear us use the words: *simplify; standardize; consolidate;* and, *converge*. These words are simple, yet powerful allies in the quest for IT efficiency and productivity. Vosila IT – making it easier.

Overview

Vosila **ServerSupport** provides a full spectrum of support services for your critical Microsoft business systems. With three levels of superior support offerings: Standard, Silver or Gold – we're certain to have a package that will suit your needs.

At the core of our **ServerSupport** offerings is superior **MS SQL Server DBA** support. The **ServerSupport** team have extensive experience in both training and service in this technology domain, which means we can provide excellent support and administration of **MS SQL, MS Windows Server, MS IIS** and **MS Exchange Server** environments, and at a very low cost. We have designed a simple tiered support structure to give you the freedom to choose the type of support that best suits your needs.

Standard ServerSupport

Standard **ServerSupport** is our entry-level support offering. It is a very economical way to get excellent support for your Microsoft server environments. Features of this offering include:

- Support during normal business hours (8:00am to 6:00pm AEST, Monday to Friday) on all the above technologies
- Guaranteed 4-hour response time to support calls
- Access to an hourly rate of just \$120.00 per hour for work performed during business hours (after hours support work is billed at \$240 per hour.)

The Standard **ServerSupport** investment is only \$330.00 per month.

Silver ServerSupport

Our Silver **ServerSupport** offering is the same as Standard support, but with these additional features:

- Guaranteed 2-hour response time to support calls
- Two free 15-minute support phone calls with one of our specialists per month

The Silver **ServerSupport** investment is only \$580.00 per month.

Gold ServerSupport

Gold **ServerSupport** is our premium service package. In addition to all the features of Silver support, our Gold support customers are entitled to:

- 24-hours, seven days a week service – full ‘round the clock support
- Four free 15-minute support phone calls with one of our specialists per month
- Access to an hourly rate of just \$120.00 per hour for work performed during business hours, with a reduced rate of just \$180 per hour for after-hours support.

The Gold **ServerSupport** investment is only \$730.00 per month.

Ad-hoc ServerSupport

If you are not on any of the above plans, but would like support from one of our specialists, the following rates are applicable:

- Normal business hours support: \$150.00 per hour
- After-hours support: \$300.00 per hour

We cannot guarantee any response times for ad-hoc service calls.

Contact Vosila ServerSupport

To find out more about the Vosila **ServerSupport** offerings, simply email support@vosila.com or call Rick Vosila on + 61 401 777 000. You won't be disappointed!



Vosila Pty Ltd

ABN 46 113 010 254

p. PO Box 993

Strathfield 2135

Australia

m. +61 401 777 000

ph. +61 2 9746 0473

www.vosila.com