



Managed Service Provider

*Service Level Agreement
Offers & Pricing*



About Us

We are an IT company passionate about the people using computers. As a family operated business with experience in the computer industry dating back to the mid-nineties, we are N.E.R.Ds to the core.

Some of you might remember Hewlett Packard's marketing campaign starting in 2006, "*The Computer is Personal Again*". Their aim was to put the "personal" back in "PC". That might have been 15 years ago, but nothing made computers so "personal" as 2020 with the Covid-19 pandemic. Worldwide lockdowns forced people to work remotely from home, in many cases from their own personal computers.

It also led to an IT nightmare for a lot of businesses. Suddenly employees are working on outdated and unprotected systems, via unsecured networks, throwing the digital doors open to unwanted intruders. Malware, viruses, and ransomware have skyrocketed during 2020, increasing more than 80% worldwide – and South Africa has been hit particularly hard. Our relatively advanced IT infrastructure coupled with a relatively low standard in best practices where digital security is concerned makes for rich pickings – at the cost of business owners' hard-earned revenue and reputations.

Let us face it, most people enjoy the perks of computers – emails, browsing, social media, etc – but few understand the necessary precautions needed for a safe digital lifestyle. Nor are they interested in the nitty gritty, right?

That is where we come into the picture. We ensure that businesses can focus on their primary concern of being profitable and taking care of their own clients, while we ensure their IT infrastructure's safety and efficiency. Operating system stability, data backups and the overall security required for a safe and smoothly operating business is our speciality. Once the required infrastructure is set up, we can monitor and maintain it remotely – keeping costs to a minimum.

Our services provide business owners with the advantages of an inhouse IT department at a fraction of the cost.

The Services We Offer

- Our core services are structured around the installation, configuration, and support for small and medium enterprises' IT infrastructure, with a focus on general security, data integrity and maintenance.
- Ad hoc support as required:
 - o Remote support via various remote desktop solutions.
 - o In the case where remote support is unfeasible, we offer onsite support in the greater Cape Town area.
- Support areas comprise the general computer systems and hardware, printers, networking, security, backups, and any necessary virus removals.

Standard Service Rates

- Services are billed in 15-minute increments:
 - o Standard hourly rate of R450 per hour.
 - o After hour rates at R615 per hour.
 - o Remote support rates at R350 per hour (a working internet connection and remote software required).
 - o Call out fee of R100 if less than 10km from our premises, and R350 between 10km-50km, calculated via Google Maps.

- Support at further distances will be quoted on a per case basis.

Service Level Agreement (SLA) Options

All our SLA's are contractual agreements subject to a confidentiality agreement. We are as paranoid about our client's security and privacy as we are about our own. All remote connections are via Secure Sockets Layer (SSL).

Level 1 Package

- Billed at R250 per device per month.
- Services included in the package:
 - Remote monitoring of the status and integrity of the:
 - Operating System.
 - Security software.
- 20 minutes free remote support per device.
- Reduced support rates:
 - 10% reduced hourly rates at R405 per hour.
 - 10% reduced after hourly rates of R553.50 per hour.
 - 10% reduced remote support hourly rates of R315 per hour.

Level 2 Package

- Billed at R350 per device per month.
- Services included in the package:
 - Remote monitoring of the status and integrity of the:
 - Operating System.
 - Security software.
 - Hardware.
 - & ensuring all software are up to date.
- 40 minutes free remote support per device.
- Reduced support rates:
 - 15% reduced hourly rates at R382.50 per hour.
 - 15% reduced after hourly rates of R522.75 per hour.
 - 15% reduced remote support hourly rates of R297.50 per hour.

Level 3 Package

- Billed at R550 per device per month (dependant on a 12-month service contract).
- Services included in the package:
 - Remote monitoring of the status and integrity of the:
 - Operating System.
 - Security software.
 - Hardware.
 - Backups (a suitable backup solution must be available).
 - & ensuring all software are up to date.
- 60 minutes free remote support per device.
- Reduced support rates:
 - 15% reduced hourly rates at R382.50 per hour.
 - 15% reduced after hourly rates of R522.75 per hour.
 - 15% reduced remote support hourly rates of R297.50 per hour.
- EMSISOFT Business Security Licence per device:
- Anti-Ransomware.
- Behaviour Blocker

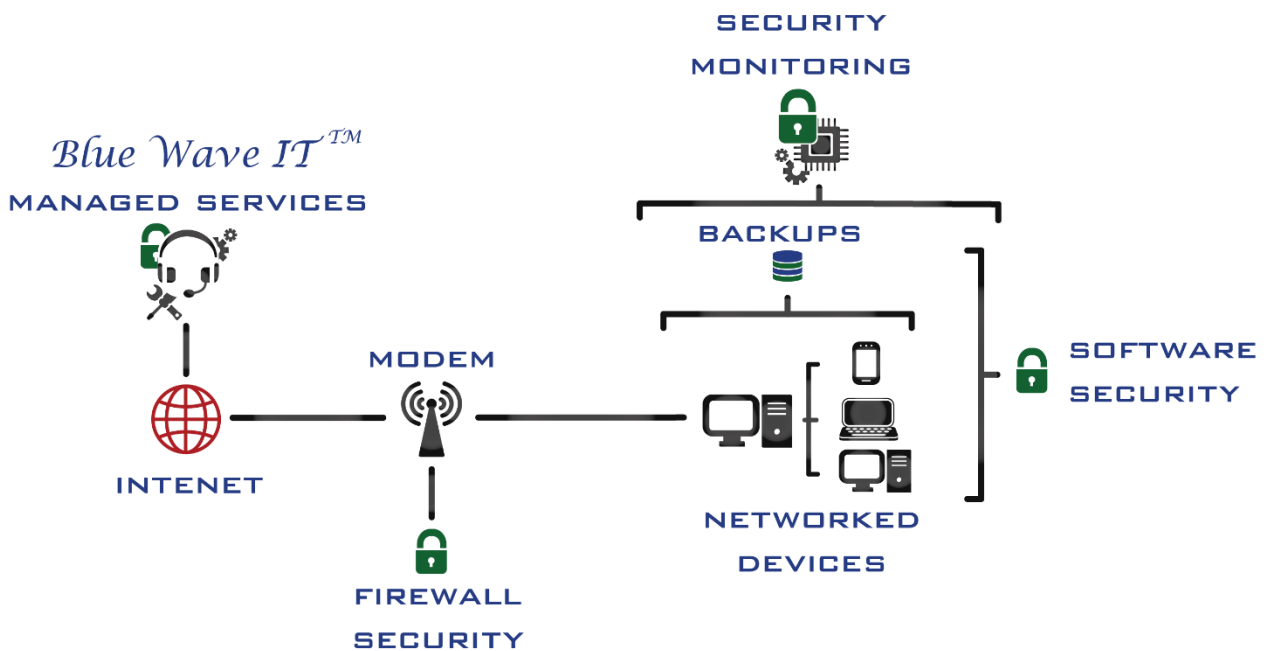
- File Guard
- Web Protection
- Anti-Phishing
- Email & webhook notifications
- User permission management
- Max 2 workspace admins/managers
- Max 10 protection & permission policies
- Full remote management via Cloud Console.

Best Practice Recommendations

Security concerns, hardware failure, human error and acts of God will always be part of life, but experience over the years have shown that with a couple of basic preparations, businesses can lower their operational risks significantly.

Ensuring software is up to date, hardware firmware is up to date, running an effective security solution and always, always, always have up to date data backups.

Reality is that no system can ever be a 100% risk free, but with a logical and modular approach safety nets can be rigged, fall back options implemented, so if disaster strike you can take it in stride without the loss of your business.



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