



ALL TECHNOLOGY SOLUTIONS

unique requirements, require unique solutions

Home and Business Support Packages

Tel : 010 493 4700
support@atstech.co.za

ATS All Technology Solutions introduces our new and improved support packages, giving you a customised and affordable option to suit your specific business needs. ATS offers the following 4 options:

*Please note: Any details not applicable to your specific package can be added on at an additional rate. However, it might then be a more affordable option to switch to a different package.

	ATS Home	ATS Business	ATS Premium	ATS Corporate
Price Per user / Device	R 50.00	R 200.00	R 300.00	R 350.00
Minum Amount Per Site	R 350.00	R 3,000.00	R 10,000.00	R 25,000.00
Per Branch Fee	NA	R 1,000.00	R 1,500.00	R 1,500.00
SUPPORT OPTIONS PER PACKAGE				
Unlimited Remote Support	Yes	Yes	Yes	Yes
Onsite Support – If Required	2 Hours	Unlimited	Unlimited	Unlimited
Dedicated Technician	No	No	1 Technician per 4 clients	1 Technician per 100 users
DETAILS INCLUSIVE TO PACKAGES				
Backup Technician	N/A	N/A	Standard Support	Standard Support
Email Support	Yes	Yes	Yes	Yes
Telephonic Support	087 353 4224	087 353 4224	Dedicated Number Allocated	Dedicated Number Allocated
Office Hours	8am – 5pm	7am – 5pm	6am-6pm	6am-6pm
After Hour Direct Tech Support	N/A	N/A	Yes	Yes
After Hour Support	Billed – Extra	Billed – Extra	3 Hours Free per Month	10 Hours Free per Month
Response Time	Best Effort	Next Business Day	3 Hours – Next Business Day	3 Hours
Weekly Site Visits	N/A	Billed – Extra	1 per Week	2 per Week
On-site Backup Server	N/A	Yes	Yes	Yes
Offsite Backups	Extra	Extra	1 Per Week	Twice – Weekly
Cloud Storage	40GB Total	20GB Per User	60GB / Per User	100GB / per User
KM's included	0 / 3.50 per km	0 / 3.50 /per km	200km / 3.50 per km	400km / 3.50 per km
Email Options	Extra	1 Domain Free	5 Included	10 Included
Website Hosting	Extra	1 Website Free	Included	Included
Exchange Email Service	R45.00 pm/Account	R45.00 pm/ account	Included *	Included *
Email Archiving – 5 Years	R45.00 pm/Account	R40.00 pm/acount	Included *	Included *
ADSL Internet	Extra	100GB Included	200GB Included	400GB included
Backup Internet	Optional	Optional	Optional	Optional
VOIP OPTIONS				
VOIP Telephone System	R150 / Telephone	R100 / Telephone	R90 / Telephone	R80 / Telephone
PBX Rental	N/A Direct Dial	R300 / Branch	Included	Included
Call Rates / Per min	Land : 0.40 Cell 0.85	Land : 0.40 Cell 0.80	Land : 0.35 Cell 0.70	Land : 0.30 Cell 0.60
Separate Internet for VoIP	Extra	Included	Included	Included
SECURITY FEATURES				
Firewall	N/A	Included	Included	Included
Intrusion Detection	N/A	Extra R300 / Per Site	Included	Included
Intrusion Prevention	N/A	N/A	Included	Included
Anti-virus	Extra	Extra	Included	Included
CUSTOMISABLE UPGRADES AND ADD-ONS				
8-5 Dedicated On-site Technician	N/A	N/A	N/A	R 15,000.00
Additional On-site Visit	N/A	R 400.00	R 400.00	R 400.00