



Attractive Savings and piece of mind with a
Premium IT Support Plan

hainsnet

Every business wants a stable and reliable network. Getting there involves an effective and proactive approach to regular maintenance and monitoring. That is why we designed Support plans that offer a systematic, proactive and immediate technical support for your network, servers and workstations to suit your needs and size of business. All Support plans feature a discounted rate from our normal hourly rate.

What you get:

Save Money

Not only do you get a discount on the normal rate, you also save because of our ongoing support; we need to spend less time on site to resolve problems as we are familiar with your system. A regular maintenance plan has proven to be a cost effective investment which safeguards and preserves your system

Budgetable costs

A support plan allows for budgeting and spreading of your IT cost over a 12 month period. Predictable monthly budget and support minimizes financial and technical surprises

Priority Support

Fast response time (2hr telephone response / same day onsite for emergencies)

Regular remote checks of your server for problem events, backup completion, fault finding and rectification where possible (this is critical as this is where large amounts of problems originate)

Scheduled Onsite Maintenance

Hainsnet will make regular visits to resolve problems onsite on servers and workstations. You will know when a Tech comes on site to assist with problems. This allows us to build a relationship with you and your system so we understand better what is required and asked for.

Purchasing a Hainsnet 12 Month Support Plan will save you money and give you all year round peace of mind that your IT system is well maintained/managed and will run as efficient as possible. The risk of downtime and financial losses will be reduced and if you have a system failure we will have your IT operating again in a reasonable time.

Available Plans:

Premium Plan	Scheduled hours	Weekly Rate incl. GST	Discount	Savings per year
light 1	1 hr/Month	24.90	10%	144.00
light 2	2 hrs/Month	49.85	10%	288.00
business 1	1 hr/Week	105.90	15%	972.00
business 2	2 hrs/Week	200.00	15%	1'836.00
enterprise	4 hrs/Week	387.70	20%	5'040.00

For more detailed information see our "Support Plan Terms and Conditions" or contact us

(08) 8952 4000 or email admin@hainsnet.com