

As we all strive for business excellence the standard 9 to 5 business day is dated and to reflect this trend Techno Group have introduced an 8am to 8pm day for helpdesk support. We can be your first or last call for the day so that you can get support when you need it without the after hour penalties that most service providers impose.

## Support Type



### Helpdesk Support

Helpdesk Support provides you with quick and convenient assistance for the majority of computer issues. Our technicians will access your computer system over the internet or talk you through steps to correct your issue. Helpdesk support is provided in 15min increments which helps reduce cost, as well as down time.

### Onsite Support

If you prefer or when helpdesk support isn't enough, our technicians are able to come to your place of business or home to resolve your IT related issues. Onsite Support is provided by the hour, there are no call-out or travel charges, but a 1.5 hour minimum charge does apply.

### Workshop Support

Within our fully equipped workshop, our technicians have all the required resources at their disposal to deal with any IT issue. Like the Helpdesk Support, our time is billed in 15 minute increments making the workshop facility a comprehensive and cost effective way to resolve your IT issues.

## Support Rates



### Prepaid Rate

Purchasing Techno Groups prepaid hours in advance costs you approximately 15% less than hours purchased at our standard rate. They are available in a minimum block of just 5 hours, are a great way to manage your IT budgets and a favourite of the accounts department for cutting down the number of invoices that have to be processed.

### Casual Rate

Our casual rate allows you to trial our service, see if we live up to our promises with no longer term commitment. Great for one off troubleshooting or assisting in ICT design, installations and relocation projects.

### After Hours

We all know that ICT issues can occur at any time, which is why we have just one number for you to call for support 24/7. After our standard business hours (8am to 8pm Monday/Friday) you can still call the same 1300 support number and choose to either leave a message for the following business day or be put through to an on call Technician.

Support Hours	Standard Rate (hr)	Prepaid Rate (hr)	Minimum
Helpdesk (8am to 8pm)	\$180.00	\$150.00	15 mins
Workshop (9am - 5.30pm)			15 mins
Onsite (9am - 5.30pm)			1.5 hrs
After Hours	\$270.00	\$225.00	2 hrs
Network Architecture	POA		

