



Managed Services

Digicape business IT solutions provides a range of services that will transform the way you take care of your technology. We can help improve your business operations whilst cutting expenses.

Our services can be tailored to suit your needs for workstation hardware monitoring or support.

Email us: b2b@digicape.co.za

Or speak to a consultant on:
021 464 6800

www.digicape.co.za



Workstation Hardware Monitoring

Three packages to choose from.

	Monitoring only	Standard support	Advanced support
Free initial consultation and asset reporting for hardware and software	✓	✓	✓
Proactive response to health status monitoring alerts	✓	✓	✓
Monthly monitoring reports	✓	✓	✓
Guaranteed 4 hour notification during business hours	✓	✓	✓
Free on-site new CPU setup / migration**	✓	✓	✓
Custom support menu (if requested)	✓	✓	✓
Free management of software such as Adobe and Microsoft Office **		✓	✓
Free delivery and collection of faulty hardware*		✓	✓
Reduced support rate for on-site support		✓	
Free on-site support (excludes hardware repairs)		✓	✓
Quarterly meeting on site with BDM for reporting review			✓
Loan machine at no charge - whilst hardware repairs are effected			✓
Discounted rental CPU at less 25% of standard rates			✓
Remote support for diagnostic purposes***			✓
Free on-site visit by engineer (per month) ****			✓

* Within 30km of Digicape ** On Digicape purchase *** Limited to 30 minutes per incidents **** 1 hour per 10 machines or part thereof



Supplementary Solution Offering

- 1 Managed Storage (per device)
- 2 Managed Backups (per 60tb of data)
- 3 Mikrotik Firewall Management



Solutions and Services for Business

- Mobile Device Management (MDM)
- Professional Deployment Solutions
- Network infrastructure and Design
- Storage Solutions
- Hosted MS365 platforms
- Architecture, Consultancy, Planning and Co-ordination Services
- Apple Authorised Service Centre
- Accredited Apple Training Centre
- Data Backup and Recovery Services
- Insurance assessment and reports
- Cross platform desktop support offering
- Device retirement and recycling
- Service Desk Support
- Product Fullfilment
- Business Rental Finance Offering
- Extended Hardware Warranty
- Trade-ins & Buy-backs

At the core of our business is our philosophy of building relationships with all our customers to help them meet their technology needs in an ever-changing landscape