UNIDATA
business engineers

Service Level Agreement
how it works

2021

Through our Service Level Agreements (SLA's) Unidata is able to deliver a multi-dimensional support service packages, under an annual maintenance contract.

Overview

Any IT equipment requires timely service so that its system keeps on functioning properly, without any flaws. Our knowhow technology expert engineer visits you on site for any problem and routine preventive maintenance for IT equipment. If any of its parts are not functioning properly, we provide repairing service for it as per our maintenance contract.

Benefits of the program

Unidata clients benefit from consistent, effective service delivery that extends across both region and technologies. It's offered in three basic plans: Silver, Gold and Platinum.

Unidata maintenance and support services, in addition to our monitoring services provide a variety of service products and options which suit the customer needs and ensure that your ICT estate is 100% covered. These services allow customers to make a safe prediction in terms of costs since it allows for an efficient allocation of your resources, while at the same time protecting you and your business from possible harm and the undesired expense of downtime.

- Minimal downtime
- Routine and preventative maintenance
- Remote support
- Free phone support
- On-time delivery
- Ease and comfort
- Budget friendly price
- Safety assured

- Virus and spyware removal
- Hardware and software faults diagnosed and fixed
- Windows recovery and reload
- Health checks
- Upgrades
- Computer system slowing or hanging
- Data recovery from all media types
- Internet problems
- Wired and wireless networks installed and configured
- Installation of new equipment
- Data backup solutions
- Software installation and updates
- Printer support and maintenance
- Server support and maintenance
- Network support and maintenance
- Support for switches and routers

Other benefits and features of the program include:

Support and maintenance services included in SLA's:

	Silver	Gold	Platinum
On-site support 12 months	✳	✳	✳
Unlimited remote support	✳	✳	✳
Software support		✳	✳
Network support		✳	✳
Backup and antivirus monitoring		✳	✳
On-site maintenance equipment per year		2	3
Cost of replacement parts			✳
Standby equipment in case of service delay			✳

Unidata maintains a **collaborative relationship** with our **privileged clients** to ensure a better understanding of their business and an **aligned support and maintenance strategy**.

www.unidata.com.cy

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