DAKE SOLUTIONS

SUPPORT & MAINTENANCE

Services

(+27) 10 555 0110

www.dakesolutions.com

info@dake.co.za

50+

Trusted by Forward Thinking Companies
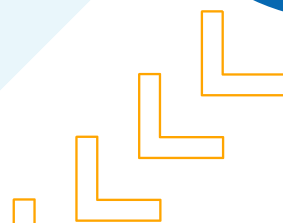
DAKE SOLUTIONS

EMPOWER YOUR BUSINESS
WITH RELIABLE

SUPPORT & MAINTENANCE SERVICES

DESKTOP SUPPORT

- ✓ Rapid issue resolution for individual workstations
- ✓ Operating system and software updates
- ✓ On-site and remote support options

SERVER MAINTENANCE

- ✓ Proactive server monitoring and management
- ✓ Patch management and security updates
- ✓ Performance optimization

NETWORK SUPPORT

- ✓ Ensuring network reliability and security
- ✓ Troubleshooting network connectivity issues
- ✓ Network performance optimization

HYBRID CLOUD SUPPORT

- ✓ Seamless integration of on-premises and cloud systems
- ✓ Cloud infrastructure management
- ✓ Security and compliance for hybrid environments

CUSTOM APPLICATION MAINTENANCE

- ✓ Ongoing support and updates for your custom software
- ✓ Bug fixes and enhancements
- ✓ Adaptation to changing business requirements

DAKE® SOLUTIONS

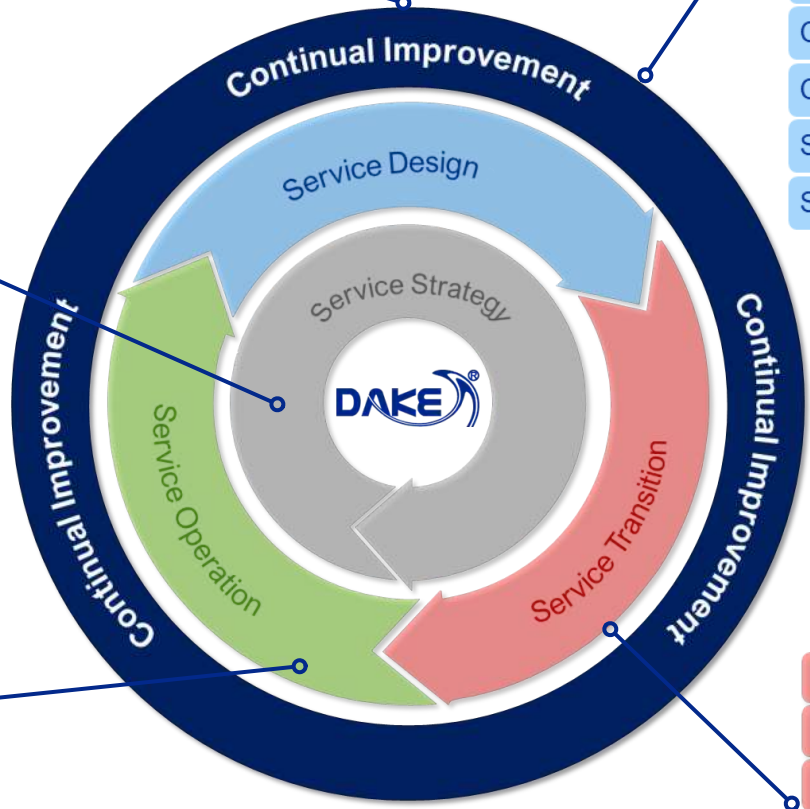# INTERNATIONAL
STANDARDS

- Measurement
- Reporting
- Improvement

- Generation
- Portfolio
- Financial
- Demand

- Event
- Incident
- Request
- Problem
- Access

- Catalogue
- Service Level
- Availability
- Capacity
- Continuity
- Security
- Supplier

- Planning
- Change
- Configuration
- Release
- Validation
- Evaluation

Continual Improvement

Service Design

Service Strategy

DAKE®

Service Operation

Service Transition

Continual Improvement

Continual Improvement

DAKE SOLUTIONS

FLEXIBLE PRICING

Choose the package that aligns with your business needs and budget
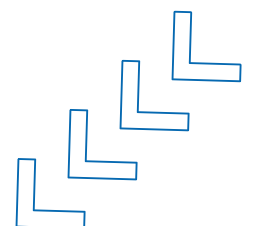
01

Essential Package

- Ideal for small businesses or startups
- Basic support for users, workstations, and servers
- Cost-effective solution for essential maintenance needs

02

Professional Package

- Perfect for growing businesses
- Comprehensive support for users, workstations, and servers
- Enhanced service level agreements (SLAs) for faster issue resolution

03

Enterprise Package

- Tailored for large enterprises and complex environments
- Priority support with 24/7 availability
- Customized maintenance plans to meet unique requirements

DAKE SOLUTIONS®
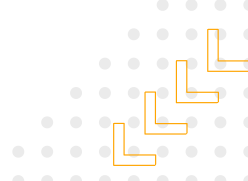
FEATURES

ESSENTIALS (8/5)

SERVICE DESK (8/5)

- ✓ Unlimited Remote Support 24/5
- ✓ Client Portal

PROFESSIONAL (24/5)

SERVICE DESK (24/5 - SLA BUSINESS HRS)

- ✓ Unlimited Remote Support 24/5
- ✓ Client Portal
- ✓ Unlimited On-Site Support (Business Hours)
- ✓ Ongoing Monitoring and Reporting Backup Monitoring
- ✓ Proactive Workstation and Server Maintenance
- ✓ Basic IT Security Management
- ✓ New Workstation Setup (Hardware & Software)
- ➕ 24/7 SLA
- ➕ End User Training
- ➕ Assessment and Evolution
- ➕ Service Transitions
- ➕ Change Management Services

ENTERPRISE (24/7)

SERVICE DESK (24/7 - SLA 24/5)

- ✓ Unlimited Remote Support 24/5
- ✓ Client Portal
- ✓ Unlimited On-Site Support (Business Hours)
- ✓ Ongoing Monitoring and Reporting Backup Monitoring
- ✓ Proactive Workstation and Server Maintenance
- ✓ Basic IT Security Management
- ✓ New Workstation Setup (Hardware & Software)
- ✓ 24/7 SLA
- ✓ End User Training
- ✓ Assessment and Evolution
- ✓ Service Transitions
- ✓ Change Management Services

✓ **Included**   ➕ **Add-on**

Analytics   Integration   Implementation   Application Development   Support   Consulting

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DAKE SOLUTIONS

WHY CHOOSE DAKE

Our pricing is based on your specific needs, with flexible options to accommodate users, workstations, and servers. We offer competitive rates that suit businesses of all sizes.
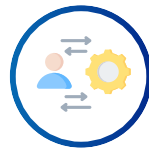
Why Choose Dake Solutions?

Experience

With years of expertise, we've honed our skills in managing a wide range of systems and applications.

Proactive Approach

We believe in preventing issues before they impact your operations. Our proactive monitoring and maintenance keep your systems in top shape.

Security

We take your data and network security seriously. Our services include regular security audits and updates to protect your business.

Customization

We understand that one size doesn't fit all. Our services are adaptable to your unique business requirements.

Reliability

Count on us to be your reliable technology partner. We're always available to address your concerns. Transform your IT maintenance experience with Dake Solutions. Contact us today to discuss how our Support and Maintenance Services can drive the success of your business.