



Get peace of mind with

INOVA ASSURANCE PACKAGES

We've got you covered with support for your IT environment.



DIAMOND LEVEL

- *Get 240 hours of IT support per year, divided evenly per month*
- *Hours can be expanded to a custom number of hours*

WHY GO FOR ASSURANCE?



You have our commitment to provide you with support through a Service Level Agreement



Dedicated and reliable certified (Cloud) specialist can support you in multiple languages



Save on internal IT support costs when you have our assurance support



Your system can be monitored continuously*



System and security assessments are included



Roll-over assurance hours are valid for 3 months

Contact sales@inovacorporation.com for details.

**ongoing pro-active system monitoring for business failure prevention is optional and at an additional cost*

PACKAGE TERMS

• The assurance support hours are based on the Break-Fix Service Level Agreement • Roll-over hours are granted • The hours will expire every 3 months • Exceeded hours will be charged on a per hour-base/ by specialism • The resources (specialists) will be deployed based on a level structure per hour and specialism T&C apply.