



Get peace of mind with

# INOVA ASSURANCE PACKAGES

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



**GOLD  
LEVEL**

- *Get 120 hours of IT support per year, divided evenly per month*

## 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

Contact [sales@inovacorporation.com](mailto: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 • 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.