



# Get peace of mind with **INOVA ASSURANCE PACKAGES**


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





## **PLATINUM LEVEL**


- *Get 180 hours of 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

 Roll-over assurance hours are valid for 3 months

**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 • 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.