

GET THE BEST CLOUD **SOLUTIONS**

Meet the Solutions Delivery Department at Inova Solutions.

What can we do for you?

SERVICES

ADVISORY Assess your IT

environment and receive a report with detailed advice on how to improve.

PRODUCT CREATION

Develop applications and workflows that automate your business processes.

IMPLEMENTATIONS Implement simple e-mail

migrations to complex Cloud migrations with our guidance and post-implementation support.

SUPPORT

Receive immediate support with any challenges in your IT department, provide trainings for your employees for optimal software use.

ADDING VALUE

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Our objective is to add value to your business with the Cloud solutions we offer. We implement IT solutions and support you with your business IT challenges. Your team will receive support and trainings that help you reach your business goals.

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PLAN

LEVEL 60 hours of support per year, divided evenly as 5 hours per

GOLD LEVEL 120 Hours of support per

year, divided evenly as 10 hours per month.

\$ 1.250 p

• The assurance support hours are based on the Break-Fix Service Level

Times 1 | Level 2: Times 1.25 | Level 3: Times 1.50 | Level 4: Times 2.00

Agreement • Only for the platinum and diamond level support, 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 Level 1:



hours per

month.

ONGOING SOFTWARE ASSURANCE

CHOOSE YOUR

Ongoing software assurance means

your IT environment. We've got you

never having to worry about support for

PLATINIUM LEVEL

180 Hours of support per support per year, divided year, divided evenly as 20 evenly as 15 hours per of hours if



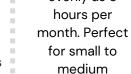


DIAMOND LEVEL 240 Hours of month. Can be expanded to a custom number desired.

\$ 1.875 p **\$** 2.500 p

RESOURCES SUPPORT LEVELS

SPECIALISTS BY KNOWLEDGE AND SKILL LEVEL	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
Office 365 Specialist				
Sage 50 Specialist (US/PR)				
Sysadmin				
IT Architect				
CRM Development				
Power Apps Development				
Net Development				
Data Architect				
Sr. Data Integrator				
Jr. Data Integrator				
Sr. SharePoint				
DevOps (Build Engineer &				
Release Manager)				
DevOps Engineer				
Adoption Trainer (Spanish)				
Adoption Trainer (English)				



business.

\$ 625 p/r

Package rules: