GET THE BEST
CLOUD SOLUTIONS

Meet the Solutions Delivery Department at Inova Solutions.

What can we do for you?

ONGOING SOFTWARE ASSURANCE
CHOOSE YOUR PLAN

Ongoing software assurance means never having to worry about support for your IT environment. We've got you covered.

RESOURCES SUPPORT LEVELS

SERVICES

ADVISORY
Assess your IT environment and receive a report with detailed advice on how to improve.

IMPLEMENTATIONS
Implement simple e-mail migrations to complex Cloud migrations with our guidance and post-implementation support.

PRODUCT CREATION
Develop applications and workflows that automate your business processes.

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

ADDING VALUE
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.

TITANIUM LEVEL
60 hours of support per year, divided evenly as 5 hours per month. Perfect for small to medium business.

$ 625 p/m

GOLD LEVEL
120 Hours of support per year, divided evenly as 10 hours per month.

$ 1.250 p/m

PLATINIUM LEVEL
180 Hours of support per year, divided evenly as 15 hours per month.

$ 1.875 p/m

DIAMOND LEVEL
240 Hours of support per year, divided evenly as 20 hours per month. Can be expanded to a custom number of hours if desired.

$ 2.500 p/m

Package rules:
• The assurance support hours are based on the Break-Fix Service Level 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: Times 1 | Level 2: Times 1.25 | Level 3: Times 1.50 | Level 4: Times 2.00

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)			●	