



ISSUES

- ◇ Do you have an in-house team to manage and maintain your databases?
- ◇ Does your team have the necessary expertise and knowledge?
- ◇ Do you want to allocate your resources to other departments?
- ◇ Do you need more time to focus on your core business?

OUR OFFERING

Kohera offers a wide range of service packs to give you the custom support you need. Our service desk a motivated team of professionals and acts as a single point of contact. This way we can guarantee you swift, efficient and high-quality solutions within the shortest response time.

TECHNICAL DETAILS

Kohera utilizes the ITIL methodology to achieve your SLAs for implemented Microsoft BI or SQL Server solutions. Registered incidents are either handled or appointed to the most qualified implementation team.

SERVICE PACKS

Maintenance offering

- Service contract 8am - 6pm €490.00/month
- Service contract 24h/5days €1,490.00/month
- Service contract 24h/7days €1,990.00/month

Service level offering

- Intervention P1 (2h) €170.00/hour
- Intervention P2 (4h) €160.00/hour
- Intervention P3 (nbd on site) €150.00/hour
- Intervention P4 (nbw on site) €130.00/hour

Optional services

- Proactieve maintenance €995.00/day
- SQL proactive monitoring €350.00/month
- Monthly remote check €400.00/month

AGREEMENT

To agree to this service, please sign here:

Name:

Company name:

VAT number:

Signature:

MORE INFORMATION

T +32 2 717 10 80

By signing this you also agree on our general terms & conditions

<https://kohera.be/generalconditions/>

Kohera

Veldkant 33a
B-2550 Kontich

T +32 (0)2 717 10 80

E info@kohera.be

www.kohera.be

