



DAEDALUS TEKS
I.T & WEB-DESIGN
505-289-0522



DAEDALUS TEKS

SERVICE LEVEL AGREEMENT FOR

2021 TO 2022

I.T SUPPORT | WEB-SITE SUPPORT

REMOTE SUPPORT

ON CALL 24/7 X 365

CONTACT THE ASSIGNED TECHNICIANS FOR ASSISTANCE:

Ce's : 505-289-0522 | ces@daedalusteks.com

Christian: 505-273-3864 | support@daedalusteks.com

Call, Text, E-mail or Submit a Support Ticket at

WWW.ITABQ.COM

**REMEMBER TO CALL FOR ANY COMPUTER
OR I.T. RELATED ISSUES!**



DAEDALUS TEKS

4011 Menaul Blvd NE.

Albuquerque,

NM 87110

WWW.DAEDALUSTEKS.COM

Agreement Overview

Service Level Agreement

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between Daedalus Teks and customer for the provisioning of I.T. services required to support and sustain the Product or service.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all I.T. services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

Daedalus teks is here to provide the I.T. Support for all employees of company entering into agreement per location for a set fee.

The Business Relationship Manager ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

BUSINESS RELATIONSHIP MANAGER ASSIGNED:

“ Have had nothing but great service from these guys! Always just a call away when my company needs them, Very Thankful for them. ”
-NRX

“ The technicians at Daedalus Teks are professional, knowledgeable, courteous and honest. I highly recommend Daedalus Teks for all of your hardware and software needs. They have been providing our company IT support and web design services since 2014! ”
-THETAPLATE INC.



Contents

Cover page	1
Agreement Overview/Testimonials	2
Table Of Contents	3
Service Level Agreements	4
SLA Cont. & Services Covered (Our services 24x7 365)	5
Service Scope / Service Management - Availability / Response Times	6
Our Strategy	7
Service Assumptions / Client Responsibilities / Review / Mission	8
Daedalus Teks - Success Stories	9
Agreement Approval	10



Service Level Agreements

Daedalus teks can provide support for all aspects of I.T. Support and Website Support dependant on the SLA selected. Listed below are the types of SLA's

Either way, get an entire I.T. Support Staff for less than the cost of an I.T. Employees in house on payroll. There's no problem to challenging for our techs.

Our Techs are available 24x7 - 365. All requests will require a support ticket to be created by the end user. Once created our techs will reach out via response in support ticket or:

- **E-mail**
- **Phone**
- **Text**
- **Remote Support**
- **Microsoft Teams**



Basic SLA \$995.99 Per Location Monthly

General SLA for Residential and Small Businesses. Includes System SLA and No Website Support. Entire Team Assigned.

Need I.T support? Get all the support you need for a low monthly fee!

The Basic SLA will cover general; Computer, Laptop and Mac Repair & Support. This SLA will cover all IT Related Services for PC and Mac systems including but not limited to; Basic Data Recovery, Hardware Installs, On Call Services 24 x 7 - 365 days a year, Operating system repairs, Maintenance, Remote Support, Virus Removals & More. (Not include 3rd party apps)

This SLA does not include Hardware Component costs and Web-site designs and Services. Technicians will also show up in person onsite once monthly.



Standard SLA \$1,095.99 Per Location Monthly

Standard SLA for Small Businesses. Includes System SLA and Basic Website Hosting. Entire Team Assigned.

*I.T support & Industry Software support! This package will provide System Support and Basic Website hosting and Yearly Domain Registration.**

This SLA will cover general; Computer, Laptop and Mac Repair & Support Services listed in Basic SLA with Additional Web Hosting Services.

This SLA also includes support for up to 3, 3rd party software applications. IE. Quickbooks, Bittrack, Cannalytics, Drake, Medisoft, Radcal and Etc.

This SLA does not include Hardware Component costs and Web-site designs and Services. DOES NOT INCLUDE WEBSITE DESIGN SERVICES or BACKUPS.

Our Service 24x7 | 365

Service Call Info	System SLA	Web SLA	# Provided	Retail Cost w/o SLA
● Manned Telephone Support	✓	✓	Unlimited	\$ 105.99 /Hourly
● Monitored E-mail Support	✓	✓	Unlimited	\$ 105.99 /Hourly
● 24/7 x 365 Remote Support	✓	✓	Unlimited	\$ 95.99 /Hourly
● Pro-active Network	✓	✓	Unlimited	\$ 125.99 /Hourly
● Manned Telephone Support	✓	✓	Unlimited	\$ 105.99 /Hourly
● Remote Maintenance Weekly	✓	✓	Once A Week	\$ 95.99 /Hourly
● Weekly Onsite Visits	✓	✓	1 Per Location	\$ 125.99 /Hourly
● 3rd Party App/Software Support (BIOTRACKTHC, CANNALYTICS, ETC)	✓	✓	Unlimited	\$ 135.99 /Hourly
● Website; Backups, Edits, Hosting, Updates & Yearly Registration		✓	(W/Mega SLA)	\$ 125.99+ /Hourly
Updates & Yearly Registration \$ 1,299.99 monthly				



Mega SLA \$1299.99 Per Location Monthly

System Support, Web Hosting, Domain Registration, Security Systems & Web-site Support. Entire Team Assigned.

This package will include everything in the Basic & Standard SLA. Website hosting WILL BE UPGRADED TO STANDARD PLAN. This package will provide System Support and Basic Website hosting and Yearly Domain Registration. Web Hosting Services Include; Minimum Hosting Plan, Minimum E-mail Services/Storage, Yearly Domain Registration* & Domain Control Panel.*

This SLA does not include Hardware Component costs and Web-site designs & Services. DOES NOT INCLUDE WEBSITE DESIGN SERVICES or BACKUPS. Yearly Domain Registration after first year isn't covered.



Ultra SLA \$1599.99 Per Location Monthly

System Support, Web Hosting, Domain Registration, Security Systems & Web-site Support. 5 hours Web-site Support Monthly.

This package will include MEGA SLA, Website hosting WILL BE UPGRADED TO STANDARD PLAN for each domain, Yearly Domain Registration. Everything you can need!*

Website Support Services Include; 10 Hours of website edits monthly, on all domains collectively, no roll overs.

This SLA does not include Hardware Component costs and Web-site designs and Services. DOES NOT INCLUDE WEBSITE DESIGN SERVICES OR BACKUPS.



Service Scope

The following Services are covered by this Agreement;

- * Manned telephone support.
- * Monitored e-mail support. Via Support Ticket system (Support ticket system emails all parties requested).
- * Onsite Support will be provided when needed in a timely manner when technician is available.
- * Remote assistance using Remote Desktop and a Virtual Private Network where/when available as needed.
- * Monthly system(s) Windows based health check(s) do be conducted on-site. (# Dependant on SLA Chosen)
- * Monthly system(s) Windows based health check(s) do be conducted remotely. (# Dependant on SLA Chosen)
- * Pro-active information and research on current covered network as-needed or as information becomes available.
- * Application roll-out reviews per year. (# Dependant on SLA Chosen)
- * 3rd Party Software Company Support Including but not limited to; bug fixes, bug reports & collaboration. (# of Companies Dependant on SLA Chosen)
- * 25 Emergency On-site calls after STANDARD BUSINESS HOURS. No Monthly Roll Overs. (Business hours 8AM - 6PM). After 25 Emergency Onsite calls, hourly after hour/weekend service rates apply.

“Also rates were quite reasonable; what’s not to like there!”

-Jim Knutson



Service Management - Availability

- Telephone support provided (Standard) : 8:00 A.M. to 6:00 P.M. M - F. (Calls forwarded to tech afterhours)
- E-mail support: Monitored 8:00 A.M. to 6:00 P.M. Monday - Friday (outside hours place a support ticket)
- On-site assistance guaranteed within 24 hours during the business week.

Service Response Times

- 0-2 hours (during business hours) for issues classified as HIGH PRIORITY
- Within 24-48 hours for issues classified as MEDIUM PRIORITY
- Within 5 working days for issues classified as LOW PRIORITY
- Remote support Available dependant on Tech Availability. SUPPORT WITHIN THE HOUR.



● **Download Remote Support Tool at:**
www.abqremotesupport.com

- **24x7 Support**
- **365 Days a Year**
- **Monitored Support System**
- **Click "Help Me" for Support**
- **Assistance w/ 3rd Parties**
- **Support for; PC, Mac & Server**
- **Website Support Available**



Service Assumptions

- * Changes to services will be communicated and documented to all stakeholders.
- Documented services can be reviewed and accessed via our web-site in our support ticket area.
- * Contract does not include back-up and/or recovery of any lost data. This is an option that can be provided at an additional monthly cost. Cost of this services is based on the level of Disaster Recovery plan purchased by customer.
- * All of the customers confidential information and protection will be covered.
- * Adding or removing location will immediately incur an additional location fee to the Service Level Agreement.
- * All network discoveries and changes will be documented and provided to customer in a timely manner.
- * Any hardware replacements, services performed or physical components are not covered by SLA fees or purchased by a 3rd Party will incur additional charges. Including hardware outside of Computer/IT/Network or Software Service Scope.

CLIENT RESPONSIBILITIES:

Client(s) responsibilities and/or requirements in support of this Agreement include but are not limited to:

- * **Payment for all support costs at the agreed interval. (Usually End of Month, Net 30). Payments made late will be subject to late fees. (If Payment for SLA is over due 5 Business days, full hourly service rates will be charged for further services until SLA Payment is settled. Including weekend and after hours service rates.)**
- * **Assigning a client representative at each site responsible for; collaboration with assigned technicians, reporting issues and handle OP's manual containing required credentials.**
- * **Reasonable availability of customer representative(s) when resolving a service-related incident or request.**
- * **Passwords and access to all equipment and locations during on-site visits**



Periodic Review

This Agreement is valid from the Effective Date outlined below and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect and changes will be made according to review results.

The Business Relationship Manager ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

This Agreement outlines the parameters of all I.T. services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

Our Mission

Our mission is to provide I.T. Services from an Entire Support team 24x7, every day, all year on call for less than the cost of one I.T. Employee on house on payroll monthly.

Services including; Active Directory Management, Data Management, System Repair, Website Maintenance & Support and more!

Daedalus Success Stories:



Daedalus Teks

- *Daedalus teks assisted an SLA client discover they had over \$90,000 Embezzled from their business accounts.*
- *Daedalus teks recovered over \$15,000 Dollars for an SLA NRX client who was on auto pay w/Comcast Business for services that were never activated or used.*
- *Daedalus teks also assisted an SLA Client "Joe Boyden Homes" when they server was infiltrated by Ransomware, recovered data and moved them to a cloud platform.*
- *Daedalus teks also assisted an SLA Client "Thetaplate Inc." end up on the 1st page on Google Searches for multiple of the services they offer.*

“ \$90,000
discovered in
embezzlement
found. ”

Businesses we provide services for:

- *The General Public*
- *Contracting Companies*
- *Dispensaries*
- *Plating Companies*
- *MRI Facilities / Radiologists*
- *Nuclear Physicts*
- *Government Contractors*
- *Retail Stores*
- *Online Stores*
- *Body Shops*

and more!



● Agreement Approval



- **Business Manager**
- **Client(s) responsibilities**
- **Approval** (90 day notice required to cancel SLA)

* Payment for all support costs at the agreed interval. (Usually End of Month, Net 30). Payments made late will be subject to normal hourly rates until SLA is settled.

* Assigning a client representative responsible for; collaboration with assigned technicians, reporting issues and handle OP's manual containing required credentials.

* Reasonable availability of customer representative(s) when resolving a service-related incident or request.

* Passwords and access to all equipment and locations during on-site visits.

SLA Selected: _____

Amount of Locations: _____

Website: _____

Software Supported: _____

Date

Daedalus Teks Representative

Company

Date

Business Relationship Manager | Signature



Daedalus Teks

Address: 4011 Menaul Blvd. NE, ABQ, 87110, NM

United States

Phone: 505-289-0522

www.daedalusteks.com

Daedalus Teks | SLA Agreement

505-289-0522

Details

For any questions, revisions or additional locations contact your assigned technician or call our HQ at the number listed above.

We appreciate your business.