APD Electronic Systems is an ISP & Computer services company dedicated to businesses solutions. We are qualified, affordable, and friendly and will come to you!

Our Mission

- APD Electronic Systems strives to be recognized as the most highly respected IT Solutions provider in Boksburg and East Rand Surroundings. JHB and Pretoria
- Our Main Support Centre with dedicated staff is Johannesburg CBD and Pretoria CBD
- APD Electronic Systems aim to supplying excellent solutions to both local and international companies alike.
- We strive to ensure that every single customer is more than happy with our service and will be happy to refer their business partners to us.
- We hire the best specialists and engineers, supply them with the best tools, and train them on the latest developments in the field. With no SLA Contract the client support will be on a best effort basis.

Our Values

- Every member at APD Electronic Systems commits to the following values:
- We are dedicated to providing the highest quality products and services
- We are dedicated to delivering a professional service and advice to customers at all times
- We are committed to continuously improving our processes, products and services
- We are dedicated to communicating effectively with each other and clients
- We will strive to do the job right, the first time around.
- We will ensure that our products and services are fairly and competitively priced
- We will share our expertise with our colleagues and clients

We provide the following solutions

- Fix hardware and software problems
- Tune-up/speed-up your old slow pc
- Build websites
- Sell new Hardware and upgrade old ones
- Remove Viruses

We provide the following solutions (Continue)

- Fix all Internet and Email problems
- Come to you!
- Install & Maintain Networks
- Install & Maintain Servers
- Install CCTV Monitoring
- VOIP Services and Network
- Provide ISP Services
- Supply Software Products
- Provide maintenance contracts and advanced network & server support
- We are highly qualified, experienced and affordable.
- We have assisted many a business to get the most from their IT.
- We have the skills and experience to take you there

We offer the following support services

- Onsite AD Hoc Support
- General SLA Support Contract (Bronze)
- Medium /High Availability Support Contract
- Dedicated Support (Critical)

Remote Desktop Support

Remote Desktop Support is often a more convenient and, in many cases, more cost effective way to assist our clients with their computers problems. Almost anything that can be done while sitting in front of your computer can be accomplished with remote access. Some exceptions to this would be anything that requires direct interaction with the hardware or working outside of the Windows environment, but aside from that anything from simple maintenance, software installation and upgrading to more advanced problem solving, virus and malware removal can be done.

With the advent of broadband, Remote Desktop Support is becoming an even more convenient way to assist our clients with most problems that do not require physical interaction with the computer.

Desktop Security

Computers are now an integral part of most people's everyday lives. Even most people that don't explicitly use a computer for work, will have a home computer, and in most cases this will be connected to the internet. No matter what your level of usage, it is important to protect your computer from malicious attacks by viruses and other malware, both from the internet and other sources. The level and complexity of security you need is dependent on your use and potential level of exposure to treats. If you are concerned about your computers security, you currently don't have any or you have one of those free trials that have long since expired (which is worse than having no security at all because it breeds a false sense of security), then we can help by installing and setting up security measures for you.

In addition to individual desktop security we can also offer advice and solutions to protect your home or office network and users as a whole. Through the use of a gateway/firewall system between your network and the internet, all network traffic can be monitored and filtered. This not only means your entire network is protected from viruses, malware and other forms of attack but you/we can monitor, filter and restrict other forms of traffic. For example, if you have a business and you suspect your staff is spending way too much time on non work related websites, you can block access to these. In a home environment you can protect your children from coming across less than desirable content by accident, while still allowing them access to the internet for researching school projects and keeping in touch with friends and family

Onsite Desktop Support

If you are experiencing computer problems, need some software or hardware installed and configured, require a maintenance service on your now sluggish computer or you simply need some advice, we'll take care of it right in your home or office. The advantage to you is simple. There is no need to dismantle the computer, drive somewhere with it, try to explain the problem and then leave it there for a number of days before having to return again to collect it. Onsite Desktop Support, as the term implies, means the problem will be fixed there and then, assuming it's not a physical hardware problem, so instead of being without the computer for several days,

On those occasions where the repair process will take longer for some reason, such as in the case of a complete backup and reinstall, we will take the computer away, do the repair and deliver it back to you the next day. If the problem is hardware related and the computer still functions adequately, we will leave the computer in place so you can continue using it, arrange the new part and then replace the part onsite at your next earliest convenience.(SLA Support Only)

Website Design & Development

We offer a wide range of graphical development and Newsletter development and design clients Templates for their needs, Email, Newsletters Screen Savers. We have purchase expensive software to aid our clients in great 3D Designs

Website Hosting

We offer a range of hosting packages, mostly tailored to our client's specific needs. This not only gives you the peace of mind that the hosting will be more than adequate for the website we are developing for you, but also the peace of mind that you only need to deal with one company for all your domain, website and email related requirements.

All our packages are supplied with a central control panel (Helm) which allows the primary account holder to set up and control email accounts, mail forwarding accounts, auto responders, spam blocking, view web stats and a range of other tasks. Non SLA Customers will be managed by our staff. Automatic notifies via email will inform you when you have exceeded your bandwidth or capacity

We have simplified this process with auto responders on your email to ensure that you have adequate bandwidth on your specific packages.

In addition, all mailbox accounts have access to their own mailbox via a webmail interface, without the need for them to have access to the main control panel. From there they can also set up auto responders, mail forwarding and manage spam specific to their own email account. Our Web Client interface is based on the MS Outlook Principle, for ease of use. Whether you are moving an existing PC from another location or have just received a new one and you are not comfortable setting it all up, then give us a call and we will be happy to come to your home or office and do this for you. This can, and often is, done in conjunction with setting it up to work with the adsl, network, printer or new software which can all be done at the same time. Many pre-built, brand name computers and laptops these days come partially pre-configured with the operating system installed on the hard drive and they require a certain amount of experienced knowledge to set them up correctly. At the same time we will also clean up any unwanted trial ware, which inevitably comes loaded on these machines, and install all the utilities and anti malware software which is not installed by default. With our SLA Packages we install our Helpdesk Monitor Software. This allows you to do IT Asset Management and Call Monitoring for your computer Equipment We always recommends Branded Hardware for office use, and critical applications. This minimize down times.

ADSL Installations

If you have decided that you want ADSL, but you are still not sure where to start or what the options are then give us a call. We will help you to understand the options available and assist you in the process of applying for the line and advise you bandwidth packages available for your needs. Once the ADSL line is active we will do the hardware installation, ensure that appropriate security is in place, particularly with respect to the wireless, and get you up and running with internet and email.

If you have already arranged the line and an ISP but you are not sure how to proceed with setting up the hardware correctly then just give us a call and we'll be happy to come to your home or office and set this up for you. All our

ADSL Packages include a client control panel to monitor your daily usages and maintain Bandwidth control.

Remember it is the client responsibility to monitor his or the staff use and enforce a proper internet policy for the internet control and usage. We can help with this.

For more information or to arrange an appointment, please contact us.

Hard Drive & Data Recovery

One of the most frustrating things that will happen to a computer user is the dreaded hard drive crash and you suddenly realise that you don't have a recent backup of your personal data, documents and even worse, those hundreds or thousands of digital photos. But all is not always lost, even in the most seemingly worst of cases.

We have had great success in recovering drives that are no longer bootable or accessible by the computer. In many cases we have been able to recover a hard drive so it is once again accessible, although it would be unadvisable to continue using the drive for regular use, it does allow us to backup specific data or clone the entire hard drive to a new one.

Using a range of software we have also had success recovering data when the physical drive is not the problem, but the data was simply deleted by accident or through some error which has made the data invisible to the operating system.

*Tip: In the case of data loss, it is important to **turn off** your computer immediately. This will minimise the chance of over writing and corrupting the deleted data.*

Please note: We do not have facilities to disassemble the drive. Our methods rely on the drive being physically operational and provide a cheaper, first option, which in many cases is successful. If your drive has physically stopped working, was involved in some sort of electrical surge failure or has been partially destroyed, then you will need to send it to a specialist company with dust free laboratory conditions in order to disassemble the drive and attempt to retrieve the data directly off the platters, which is considerably more expensive

New Computers & Hardware

Whether you just need an entry level machine for the office, something a bit more powerful for video editing or a monster of a gaming machine, through our relationship with various suppliers, we are able to supply custom built, quality computers at a reasonable price, specifically to meet your requirements.

While we can't, and have no intention of trying, to compete with many of the discount "deals" out there, we feel that our prices are competitive for the quality and service we provide.

For more information or a quotation, please contact us

Almost all corporations employ a service level agreement (SLA) to ensure quality and codify customer expectations.

Computer systems are very scary to most corporate employees, and the majority of service level agreements for computer applications spell-out very specific details about availability, capacity, response time and technical support services. Today's computer service providers are required to sign-off on levels of quality for all system components.

Why would I require a support contract?

Website Support Contracts

After a website is launched, it sometimes disappears off the radar because of a lack of updated content and/or a lack of harnessing the power of the web to generate more business. Experience has shown that the most user-friendly web technology won't even ensure a business promotes itself online. Some of the reasons are:

1. Time is not being set aside to update the website on a frequent basis
2. No one has been delegated to maintain the site or at least some parts of it
3. Lack of knowledge and a fear of "breaking" the site when updates are required
4. No budget Funding available

Support Contract Benefits

If your online strategy suffers from any of the above symptoms, Dot Slash offers a Website Support Service Level Agreement that assists you with the day to day running of your online strategy with the following benefits:

1. Priority response on any website support queries
2. Peace of mind that experts are making the required alterations to your site when needed
3. Reduced rates on website add-ons and running specials on other products and services
4. Reduce Hardware Pricing
5. Support labor hours include or Free

Ad-hoc Website Support (No Contract)

All web solutions developed and or hosted by APD Electronic Systems are by default supported on an ad-hoc basis. What this means is that websites or solutions not supported under a Service Level Agreement are subject to:

1. Support on a first come, first serve basis with longer lead times
2. No-predefined or guaranteed response times on support queries
3. AD Hock hourly rates (R550 p/h)
4. Possible slower turnaround times as requests may need to be approved by quotation every time
5. Possible Downtime for your website and customer site.

Contract Type	No Contract, Ad Hock Support	Bronze SLA	Silver SLA	Gold SLA	Agreed Custom SLA
Rates					
Fixed Monthly Retainer This is calculated per PC that needs support	Nil	R850	R 1995	R 2995	R4095+
Hourly Fee	R 550	R450	R 350	R 300	R250
Amount of PC	-	1-5	1-10	1-20	TBA
Benefits	No	YES	YES	YES	YES
Priority Support					
Free Hours Onsite	0	4	8	16	40
Website Discount	0%	5%	10%	20%	30%
Free Platform & Add-ons Upgrades		YES	YES	YES	YES
Max supported incidents		1/2	1	2	Custom
General Info					
Remote supported incidents	R350	20	Unlimited	Unlimited	Unlimited
Priority Support					
Response Time[2]	5 Days	2 Days	24 hours	8 hours*	8 hours*
Availability	Office hours	Office hours	Office hours	24/7	24/7
Minimum Contract Length	N/A	6 / 12 Months	12 Months	24 Months	24 Months
Standby	8x5	8x5	24x7	24x7	24x7
After Hours rate per hour	R 550	R400	R 350	R300	R250
After hours rate	R650	R450	R400	R350	R300
Cost effectiveness	Least	Medium	Good	Excellent	Custom
Call-out priority	Low	Medium)	High	8 Hours	4Hours
Remote monitoring	Not Available	Not Available	Free	Free	Free
SLA	Best effort	Best effort	AS Defined, 8 hours after hours	AS Defined, hours after hours	TBA

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Travel costs	R 4.00/k. 10km free per day	R 4.00/km. 20km free per day	R 4.00/km. 100km free per day	R 4/km. 100km free per day	TBA
Out of town expenses	To be covered by client	To be covered by client	To be covered by client	To be covered by client	TBA

* Premium Response - If your online strategy requires critical support with a response time of less than 8 hours, please contact us for a custom service level web support agreement

Only FrontPage and HTML websites form part of our support contracts.

1. All rates are quoted per hour
2. Response time does not imply fix time, but merely the guaranteed time-frame that a support agent will respond to a support request
3. Bug fixes refer to the correction of existing code or functionality on the site
4. The development of new features/functionality that either integrates with existing features/functionality is quotable and is not subject to the terms of the Support SLA

A comparison of service types offered by APD Electronic Systems

We provide the following solutions:

- Fix hardware and software problems
- Tune-up/speed-up your old slow pc
- Build websites
- Sell new Hardware and upgrade old ones
- Remove Viruses
- Fix all Internet and Email problems
- Come to you!
- Help stop Spam
- Install Networks
- Install & Maintain Servers
- Install CCTV Monitoring
- VOIP Services and Network
- Provide ISP Services
- Supply Software Products
- Provide maintenance contracts and advanced network & server support

We are highly qualified, experienced and affordable.

TERMS AND CONDITIONS

- This agreement is valid for the period specified.
  Any chargeable consulting or support will be invoiced monthly.
  Any travelling time will be included in the support hours.
  The support hours are only applicable to the hours between 8.30am and
- 5.00pm. Monday to Friday.
  The extra after hour support rate is applicable to any work done between. 17.00 And 08.30 on weekdays and all day on weekends and public holidays.
  Off site work is rounded up to the nearest quarter hour. On site time rounded off to the nearest half hour with a minimum charge of one hour.
  APD Electronic Systems will not be liable for any damages or losses of whatever nature (whether direct, indirect or consequential) which may be incurred by the client arising out of the provision of any services relating to this agreement.
- The signatories hereby warrant that they have the authority to conclude this agreement.
- All prices quoted is the price you pay.
  - All invoices will be paid by the 1st (first) of every month; Failing will result in auto account suspension.
- As a means for assisting clients with their software, hardware, programming and e-commerce needs,
- APD Electronic Systems offers Support Contracts to all potential customers. The Support Contract is an agreement that APD Electronic Systems will provide the client with computer consulting services pertaining to specified requests. Examples of such requests from clients may include:
- Software (on site and/or phone) support for installation, configuration, conversion, and Training for new and/or upgraded computer programs
- Hardware (on site and/or phone) support for reconfiguration of current network system design, or implementing upgrade
- Programming (on site and/or phone) support for the creation of customized reports and simplify any processes
- Website (on site and/or phone) support for the redesign of existing site or for the creation of a new company website

- Please Note: APD Electronic Systems will/does not issue refunds for unused support hours.
- Please E-mail the signed Support Contract to our office at Support@apdcentral.co.za.

Hardware Sales

APD Electronic Systems prides themselves on friendly, prompt and efficient service as well as

competitive pricing on all major brands.

We have a number of partnerships with suppliers, most notably Microsoft, HP, Dell, Cisco and Bit defender Antivirus, which helps us give you better pricing and service.

Over and above these we sell:

Hardware:
- Proline
- HP
- Acer
- IBM / Lenovo
- Toshiba
- Samsung
- LG
- AMD
- Intel

Software:

- Microsoft Products
- 602 LanSuite Software
- Pastel Suite (We are a Pastel Chanel Partner)

UPS Systems

While we are able to assist you with many of these products, our area of focus is Microsoft and related products, IT Support and Web Hosting, and as such our 3rd party support is 'best-effort' support only. Please remember that the most common problem on UPS Systems Failure is due to battery life depletion, Battery needs to be replaced on a 10 to 12 month bases, and this is done at the client expense. The UPS Systems need to be tested regularly because of this common battery problem in South Africa due to heat and humidity.

Printers & Plotters

While we are able to assist you with many of these products, our area of focus is Microsoft and related products, IT Support and Web Hosting, and as such our 3rd party support is 'best-effort' support only.

On all Metal SLA Support contract, APD Electronic Systems can assist you in loan unit on request, while your hardware get repaired. This is depended on the availability of Loan Units.

CLIENT SUPPORT AGREEMENT / CONTRACT DESCRIPTION

Client Responsibility

- It is the client responsibility to log all calls with the APD Helpdesk
- Pay all Invoices on Presentation or Email on the 1st of every month
- To Monitor and control Internet bandwidth Usage
- To Implement and Adhere to APD Electronic Systems Internet Policy
- Inform APD Electronic Systems of all Problems
- Identify the correct "super User" for It related communication

- Additional work beyond the hours provided in the Service Contract are billed at the APD Electronic Systems non-contract hourly rates, unless an additional service contract has been signed and agreed for before the additional work begins.
- It is the client's responsibility to provide a suitable work environment. Delays in installation caused by the client, their employees or contractors are the sole responsibility of the client and are billed accordingly.
- Approvals from landlords, property owners or government agencies regarding alterations to the building for cable installations, etc. are the responsibility of the client.
- The client is responsible for backing up data prior to having service work performed. APD Electronic is not responsible for any lost data.
- Estimates of the time required to perform any particular project are estimates only and do not imply a contract to only charge that number of hours regardless of how long the project may actually take.

- Please be advised that APD Electronic Systems does not warrant any software whatsoever in any way. There is no warranty nor any guarantee nor any refunds on any type of software

- APD Electronic Systems is not responsible for any clients Pc's if they are affected by Fire, theft or any natural disaster while in the premises or in the possession of our technicians.
- Please be advised that any Client Pc that has been booked in for repairs and not collected within 6months of Job card Date will be sold in order to Defray any costs we experienced.
- All Software and Data transfers carry NO WARRANTY, NO GUARANTEE, and may not be exchanged for any product in due respect to having paid any cash tendered for the service.
- If any client places an order for pc's to be setup in their organisation, and pays the deposit as per invoice or stipulated by management, thereafter, on completion of the installation, should the client refuse to pay or delay payment(if not a 30day client), APD Electronic Systems reserves the right to remove every ounce of equipment without notice from the site and the deposit WILL NOT BE REFUNDED to the client.
- Thank you for your understanding

Support Agreement

1.   General Notes:

- The minimum term of this contract is 12 months. With a 30 day notice period in the first 90 days.
- This contract includes an annual audit of all I.T. equipment and an annual upgrade of the Anti Virus software. APD Electronic Systems will ensure that you get the best price on any purchases that you may make as well as a 10% discount on all hardware purchased
- APD Electronic Systems will by discretion trade in your old equipment for new replacements of hardware.
- Telephonic support is included. Calls must be made to one of the following numbers 0878088678 / 0829049634 (only between the hours of 8.30am and 17.00pm Mon – Fri) or email: support@apdcentral.co.za
- All support calls will be logged in APD Helpdesk. APD Electronic Systems will issue a support reference number for each call and the client can at any time monitor the status of the call, by utilizing the APD Helpdesk, monthly statement will be presented on the client request.
- The contract may be upgraded at any time, but can only be downgraded on the contact anniversary renewal date.
- All Incidents needs to be recorded on the online helpdesk systems
- Hardware to be procured from APD Electronic Systems

http://apdcentral.servehttp.com:8080/

If no call is logged we assume the problem is *No problem*. Please retain your call Reference no for all correspondence.

2.   Support Hours

- Normal Hours of 8.30am and 17.00pm Mon – Fri
- The support work hours used over and above those listed here will be charged at R300 per hour for that month.
- The client may use these hours for any purpose within the existing I.T infrastructure. This includes the network, servers, all Personal Computers and Laptops as well as Software, Internet and Email.
- For any further queries please e-mail : sales@apdcentral.co.za

Helpdesk Contact Details
All calls can be logged via the following:
Telephone 0878088678
Email: Support@apdcentral.co.za

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F11 Function Key if Helpdesk client is installed

SLA APPLICATION DETAILS

Client Information

Private Individual: ☐	Business: ☐	**To be completed** Section A to be completed by Private Client Section A and B to be completed by Business Name/CC/ PTY LTD / Trust Name

(A) Customer Details

First name:		**Initials:**	
Last name:		**ID number:**	
Physical address: Installation Address **(which will be used for Support & Installation)**		**Province:**	
		Post code:	
		Position in Company:	
Postal address:		**Province:**	
		Post code:	
		Company VAT No:	
Email address:		**Tel number(H):**	
Gender	Male: ☐ Female: ☐	**Tel number(W):**	
Are you a Vox Telecom customer?	Yes: ☐ No: ☐	**Cell number:**	
Do you need a new line	Yes: ☐ No: ☐	**Fax number:**	

COMPANY INFORMATION
(only applicable to registered business entities)

(B) Business Customer Details

* Contact Person (Title)		*Initials:	
*Surname:		* ID/Passport Number	
* Business Name/CC/ PTY LTD/ Trust Name			
* CC/Business Registration Number			
* Company VAT No		Position in Company:	
Physical address: Installation Address		Province:	
		Post code:	

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(which will be used for Support & Installation)			
Postal address:		Province:	
		Post code:	
		Company VAT No:	
MAIN Contact details to be loaded on the Helpdesk			
1st Email address:		**Tel number(H):**	
2nd Email address:		**Tel number(H):**	

* Denotes compulsory fields ** Documents required, with application 1.Copy ck1, 2, PTY, CC Registration Document,3, Copy of all Directors SA ID .4, Copy of Without all the documents no application will be done.

Options: Please indicate your support selection required.

Please indicate your support contract required	Ad-hoc No Contract support	Bronze Service Level Agreement	Silver Service Level Agreement	Gold Service Level Agreement	Custom Service Level Agreement
Please indicate option taken.	☐	☐	☐	☐	☐
Contract Period					
Commencement date			Expiry Date		

I/We the client accept the terms and conditions for APD Electronic Systems. The Terms and Conditions may be amended and public displayed on our website. I/We have read, understood and accepted the conditions on this form, and that the details I /We have given on this form are correct and complete. I/We accept the contract as binding contract between APD Electronic Systems and undersigned. .

Signed by: _____ Signature: _____
(Behalf of the client) **Please print Name and Surname**

Signature: _____On this_____ day of_____, 20_____

Signature: _____ Signature:_____

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Support Calls / Client Details

Name	email Address	Telephone Number

3G/ADSL Line No		VPN : Required ☐Yes ☐No	
Client Domain			
Client Domain			
Client Domain			
Email address required	☐10 ☐20 ☐30 ☐50	Email to fax required	☐10 ☐20 ☐30 ☐50

Special Instructions

Office Use Only

3G/ADSL Line No		VPN : Required **Circuit No**	
Client Domain			
Client Domain			
Client Domain			
Email address created	☐10 ☐20 ☐30 ☐50	Email to fax created	☐10 ☐20 ☐30 ☐50
Fax to Email	☐Yes ☐No	Fax To Email No	

Main Support Email		Tel No	
Client Contact Details		Client Account No	
ADSL Account Name		Agents Loaded	☐Helpdesk ☐Monitor ☐LogMein
SLA Patch Management	☐Yes ☐No	Helpdesk Name	
Antivirus Loaded	☐Bit Defender ☐Norton ☐MacAfee ☐AVG ☐Other_____		

Client Support Contact

Contact Details	
Contact no	
Cell phone No	
Email Address	

Network Diagram Completed	☐Yes ☐No	Domain Activated	☐COZA ☐COM ☐NET ☐INFO ☐ORG

Accepted by**: _____**
(Behalf of APD Electronic Systems).

Date: _____

Signature:_____

Completed forms
All completed forms must be faxed to 086 565 5283 or **Email** to support@apdcentral.co.za

Document required, with application (1).Copy ck1, (2), PTY, CC Registration Document,
(3), Copy of all Directors SA ID (4) Copy of Latest Telephone Account