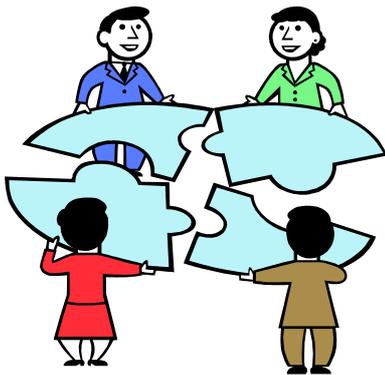# Support Services
Project Implementation

Complex IT and telecommunications solutions take time to deploy and the impact of a new network on existing users must be minimised. Pure hardware vendors or re-sellers may not be prepared to support the organisation through this process and to continue to take ownership of their network solution after implementation.

- AfriConnect will manage the whole project to ensure that installation is timely and an interface to any existing networks is operational.

- During installation, AfriConnect will not only have an installation engineer on site to install and configure all hardware, but there will also be local network engineering staff to assist with the connection into existing PC/network.

- Support would normally be provided via email, or over a phone line, and can also include remote access to the client network over the new Internet link. This support will be proactive in ensuring that the system is working and that all traffic is getting through in timely fashion.

- Typically a man-day of such local AfriConnect engineering support is provided per quarter to be focussed on maximising the use of the VSAT link.

- Although customers will be responsible for obtaining their own VSAT licenses in each country, AfriConnect can also provide initial assistance and examples of how to apply and successful methods of licence application by other users.

General Support Services

The track record of many technologies in remote or hazardous locations has sometimes been poor. Equipment is deployed installed, commissioned and works for a while before problems occur.

ICT networks are no different than any other complex technologies that are modified over time by their users. In order to ensure a reliable secure network, organisations must provide or outsource an appropriate level of support.

AfriConnect have many years of experience of supporting both large and small networks that utilise both VSAT and wireless links to the Internet. Using our specialist 24/7 monitoring systems we can ensure maximum possible uptime for Internet links and critical services such as email, web-mail, file sharing, web traffic, intranets and websites. We can also provide analysis of link uptime and downtime, bandwidth, mail, protocol and web usage to help keep your Internet connection stable and to highlight miss-use of it by users.

If you are part of a group of locations with Internet connectivity, we can also provide online monitoring systems so that you can see the status of your entire network, which can also include any compatible existing sites and servers.
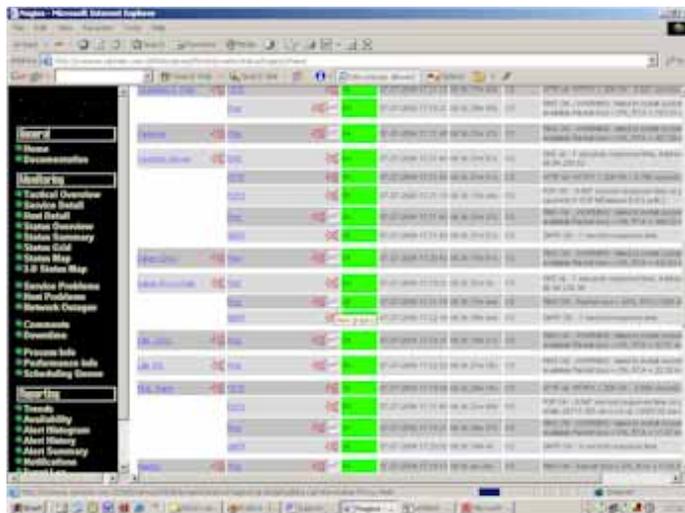
In the event that a problem does occur, experienced technical staff on hand from all of our regional bases in Africa and from our headquarters in the UK to provide the necessary expertise to quickly resolve the issue.

Training can also be provided to ensure that on site staff and network managers are fully aware of how systems work and of proactive methods of ensuring a reliable Internet connection.

We understand the importance of ensuring that your investment remains valid and reliable, so as well as year-round monitoring to ensure the stability of your Internet connection we can also undertake periodic system reviews to ensure that you have to most effective and cost-efficient technologies available to you.

Client network monitoring web portal

Proactive Monitoring of network services to ensure email, web traffic and other services have maximum uptime.

AfriConnect offers several generic support packages, and will work with customers to produce a service level agreement that fully meets end-user needs. For examples of the support packages, see the table below.

		Service Level			
		Silver	**Gold**	**Gold Plus**	**Platinum**
Performance	*Technical Support*	Mon - Fri	7 Days Per Week	7 Days Per Week	365 days
		Office Hours	Office Hours	Office Hours	24 hours
	Remote Access	No	No	Yes	Yes
	Hardware Replacement	No	No	No	Within 48 Hours
	Hardware Warranty	12 months	12 months	12 months	12 months
	Software Warranty	3 months	Yes	Yes	Yes

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