

Support

Set up, Support and Training



Ensure Efficiency



Increase Profits



Reduce Expenses

Our culture is Family first and that includes you. Your satisfaction is our priority and we made it our mission to establish just that, with our dedicated support teams 24/7-365 days a year.

Your monthly Support Fee will guarantee peace of mind and will include:

- Access to a 24/7/365 Call centre and remote support
- On-Site assistance on device with software related queries
- On-Site assistance on PC Control with service related queries (remote support will also be attempted first before a call-out is issued)
- Delivery of new devices and accessories at a Customer's centralised premises (multiple site set up available with relevant fee)

Note: After sale Support related call-outs available during office hours from Monday to Friday 08:00-17:00, excluding public holidays. Support call-outs do not include Training sessions or site set up, removal of NFC tags or changing of NFC tags on site.

The support fee may be activated per sim or device with any Instacom service, ad-hoc call out fees will apply if the monthly support fee is not subscribed to.

Site Set Up, per Site

Site set up fees will be billed per-site set up as requested from Customer. When a customer acquires Guard Patrol, Clocking, Access or any other Instacom service and any NFC tag set up on-site, a site set up will be billed per site. If the customer chooses to perform the installation themselves, there will be no site set up costs and training will take place at a centralised point at the Customer's premises and not on each site, training fees will be applicable. The Guard Patrol, Clocking, Access, Incidents and Checklist Site set up is defined as software configuration, NFC installation, NFC removal, NFC replacement and relocation of NFC tags.

Training Fee per Half / Full Day

Up to 4 / 8 Business Hours

Initial training on Instacom services and installation of PC Software are free of charge for any new customer, please note that this training will only take place at a centralised point at the customer premises and not on each site or multiple branches.

If the customer opts to do their own site set up regarding Guard Patrol, Access, Clocking or any other Instacom service, an Instacom Technician will provide training to the customer's representative with the initial delivery and training. The Customer will be trained by an Instacom Technician on all devices and services.

***Note:** Quote needs to be accepted and paid upfront by the Customer Prior to training taking place.

3rd Party Integration



Set Up Fee per Site

Setting up new applications from any 3rd party on already deployed devices/services will be billed as stipulated on the price list.



3rd Party Integration Fee | Development Cost

Any integration to 3rd party systems will be assessed and quoted on an ad-hoc basis.



Call Out Fee - Business Hours

The Call out fee will be applicable when a customer choose not to subscribe to the monthly support subscription.