



Single-Source Voice and Data Infrastructure Management Solutions

Multi Equipment delivers complete, yet flexible, voice, data, and security Infrastructure Management Solutions for small and medium-sized businesses.

Multi Equipment addresses your unique needs by packaging the following services for your complete infrastructure, or for a subset thereof:

Benefits Include:

- Fixed Monthly Cost.
- Predictable Cash flow.
- Accountability.
- Single point of contact.
- Staffing Continuity.
- Reduced Risk.
- Return on Investment.
- Access to Expertise.

Operations

- Day-to-day voice and data moves, adds, and changes.
- Ongoing planning and budgeting addressing capacity, performance, licensing, and future projects.
- Voice and Data connectivity contract re-negotiation.
- Standards, Procedures, and Change Management.

Maintenance

- Pro-active maintenance of hardware, firmware, and software.
- Specialised maintenance and performance-tuning for networking equipment and server-based applications.

Support

- 24x7 Monitoring of key hardware and software performance parameters with appropriate response.
- Scheduling/helpdesk ensuring immediate response to issues ranging from end-user problems to infrastructure issues.

Infrastructure Assurance

- Multi Equipment assumes full responsibility for your infrastructure.
- Should a failure occur, the labour required to address the failure will be at no additional charge.
- Extensive emphasis on Security, Backups, and Disaster Recovery.

For more information please visit www.multi.co.za or call us at: 011 4350450, toll-free 0860 MULTI

www.multi.co.za

