



Let's Manage *Your* IT.

Proactive **Technology**
Management for Your Business.



The Challenge & Solution

Your Technology Concierge — Powered by Industry-Leading Platforms

The Challenge



Unexpected Downtime

Lost productivity and revenue from unplanned IT failures



Security Threats

Ransomware, phishing, and data breaches targeting businesses daily



Reactive Break-Fix

Waiting for things to break before taking action costs more



Zero Visibility

No insight into your IT infrastructure health or performance



Unpredictable Costs

Expensive emergency callout with no budget certainty



Call Centre Runarounds

Hours wasted on hold with faceless support desks

The SalesCollab Solution



Proactive Monitoring

24/7 real-time monitoring catches issues before they impact you



Self-Healing Automation

Automated remediation resolves common problems instantly



AI-Driven Security

SentinelOne EDR detects and neutralises threats in real time



Predictable Costs

Fixed monthly pricing - no surprises, complete budget control



Expert Support

Certified technicians who know your environment personally



Strategic Guidance

Monthly reports and IT advisory to optimise your technology

Our Packages - Overview

6 Tiers — From Pay-Per-Use to Enterprise-Grade Managed Services

Flexible & Legacy Services

1 Ad-Hoc Services

No contract required - pay only when you need support. Remote and on-site options. Ideal for one-time setups, occasional troubleshooting, or businesses testing our services.

Pay-per-use

No commitment

Remote & on-site

Quoted in advance

R500 /ticket
+ R150/hour remote

Occasional IT needs

2 Legacy SLA-Home

Light-touch retainer for home users. Single point of contact for ISP liaison and vendor coordination with discounted ad-hoc support rates.

ISP/Vendor coordination

Discounted rates

Email & phone support

R175 /mo
per location

Home offices & residential

3 Legacy SLA-Business

Enhanced vendor coordination for small businesses. Outsourced IT coordinator liaising with ISPs, hardware suppliers, and service providers. Priority scheduling and quarterly account review.

Business-grade escalation

Priority scheduling

Quarterly review

R250 /mo
per location

Small businesses
(5-15 devices)

Connect Managed Services

4 Connect Core - Essential Managed IT

Proactive, automated protection. Every device receives 24/7 monitoring, AI-driven endpoint security, self-healing automation, and patch management. Issues resolved before they become problems.

RMM

SentinelOne EDR

Self-healing

30-min response

Monthly reports

R450 /dev/mo
month-to-month

Small businesses
(5-15 devices)

5 Connect Executive - Essential Managed IT

Everything in Core plus concierge vendor management, after-hours critical support, monthly on-site visits, Apple MDM, network monitoring, and quarterly optimisation reviews.

All Core features

Apple MDM

On-site visits

Concierge service

R750 /dev/mo
month-to-month

Professional offices
(10-30 devices)

6 Connect Bespoke - Your IT Department

Everything in Executive plus cloud backup &DR, advanced forensics, strategic IT advisory, after-hours support, multi-site management, custom SLA targets, and dedicated account management.

All Executive features

Cove Backup

Forensics

Advisory

Volume discounts up to 20%

from

R900 /dev/mo
12-month minimum

Multi-site / 25+
devices

All amounts in ZAR, exclusive of VAT. Legacy clients receive discounted ad-hoc rates. Connect tiers include all listed features at no extra cost.

Our Packages - Detailed

6 Tiers — From Pay-Per-Use to Enterprise-Grade Managed Services

1

Ad-Hoc Services | No Contract

R500 per ticket + **R150** /hour remote

For individuals and businesses who need occasional IT help without any ongoing commitment. All work is quoted in advance and requires your approval before we begin. Perfect for one-time setups, troubleshooting, or seasonal IT needs.

When to Choose Ad-Hoc

- ✓ One-time device setup or configuration
- ✓ Occasional troubleshooting (fewer than 2 issues/month)
- ✓ Network installation or reconfiguration
- ✓ You prefer pay-as-you-go with no monthly obligation

2

Legacy SLA - Home & Business

Legacy - Home | Home Users

R175 /month per location

A light-touch retainer for home users who want a single point of contact for their ISP and technology vendors. SalesCollab coordinates with service providers on your behalf and offers discounted ad-hoc support rates.

- ✓ Single point of contact for ISP liaison
- ✓ Vendor coordination and escalation
- ✓ Discounted ad-hoc support rates
- ✓ 30 minute initial response (business hours)

Ideal for: Home offices, retirees, residential estates

OR

Legacy - Business | Small Office

R250 /month per location

Enhanced vendor coordination for small businesses. SalesCollab acts as your outsourced IT coordinator, liaising with ISPs, hardware suppliers, and service providers to resolve issues efficiently.

- ✓ Everything in Home, **plus:**
- ✓ Business-grade vendor escalation
- ✓ Priority ad-hoc scheduling
- ✓ Quaterly account review

Ideal for: Small offices, sole proprietors, professional practices

Our Packages - Detailed

3

Connect Core

Essential Managed IT

R450 /device/mo

Your essential managed IT foundation. Connect Core transforms reactive break-fix IT into proactive, automated protection. Every enrolled device receives 24/7 monitoring, AI-driven endpoint security, and self-healing automation - so issues are resolved before they become problems.

What's Included

- ✓ **24/7 RRM Monitoring** - Continuous device health tracking
- ✓ **SentinelOne EDR** - AI-driven threat detection with ransomware rollback.
- ✓ **Self-Healing Automation** - Automated fixes for 60%+ of common issues.
- ✓ **Patch Management** - OS and third-party application updates
- ✓ **Monthly Health Report** - Device status, threats blocked, patches applied.
- ✓ **Multi-Channel Tickets** - Email, WhatsApp, and phone support
- ✓ **Critical Alert Handling** - Immediate technician review for critical events

4

Connect Executive

Most Popular

R750 /device/mo

The complete managed IT experience. Executive builds on everything in Core and adds concierge-level service, after-hours support for critical issues, monthly on-site visits, Apple device management, and quarterly business reviews. Your technology partner, not just your IT helpdesk.

Everything in Core +

- ✓ **Concierge Vendor Management** - We liaise with your ISP, cloud providers, and vendors
- ✓ **After-Hours Support** - Critical issue response outside business hours
- ✓ **1 On-Site Visit/Month** - Physical attendance withing 25 km of SalesCollab
- ✓ **Apple Device Management** - Full MDM for macOS, IOS, iPadOS, and tvOS
- ✓ **Network Device Monitoring** - Routers, switches, access points, firewalls
- ✓ **Quarterly Optimisation Review** - Performance analysis and recommendations

5

Connect Bespoke

Premium

From R900 /device/mo - volume discounts up to 20%

Includes everything in Connect Executive, plus multi-site management, dedicated account management (>R10k/mo), and your choice of modular premium add-ons.

Modular Premium Add-Ons

Select only what you need. At least one add-on required to qualify for Bespoke.

- ✓ **Concierge Vendor Management** - We liaise with your ISP, cloud providers, and vendors
- ✓ **After-Hours Support** - Critical issue response outside business hours
- ✓ **1 On-Site Visit/Month** - Physical attendance withing 25 km of SalesCollab
- ✓ **Apple Device Management** - Full MDM for macOS, IOS, iPadOS, and tvOS
- ✓ **Network Device Monitoring** - Routers, switches, access points, firewalls

Detailed Feature Comparison

All 6 Service Tiers - Side by Side

	AD-HOC	LEGACY HOME	LEGACY BUSINESS	CONNECT CORE	CONNECT EXECUTIVE	CONNECT BESPOKE
Pricing	R500/ticket +R150/hr	R175/mo	R250/mo	R450 /device/mo	R750 /device/mo	From R900 /device/mo
Contract & Support Models						
Contract Term	None	Month-to-month	Month-to-month	Month-to-month	Month-to-month	12 months min
ISP/Vendor Coordination	—	✓	✓	✓	✓	✓
Discounted Ad-Hoc Rates	—	✓	✓	✓	✓	✓
Monitoring & Security						
RMM 24/7 Monitoring	—	—	—	✓	✓	✓
SentinelOne EDR Security	—	—	—	✓	✓	✓
Self-Healing Automation	—	—	—	✓	✓	✓
Patch Management	—	—	—	✓	✓	✓
Network Device Monitoring	—	—	—	—	✓	✓
Support & Service						
Remote Support (Business Hrs)	Quoted	Discounted	Discounted	✓	✓	✓
On-Site Support	Quoted	—	—	—	✓ 1/month	✓
After-Hours Support	—	—	—	—	✓	R750 /hour
Apple MDM Management	—	—	—	—	✓	✓
Concierge Vendor Management	—	—	—	—	✓	✓
Monthly Health Report	—	—	—	✓	✓	✓
Quarterly Optimisation Review	—	—	—	—	✓	✓
Premium & Enterprise (bespoke Add-Ons)						
Cloud Backup & DR (Cove)	—	—	—	—	—	R150
Advanced Threat Forensics	—	—	—	—	—	R120
Strategic IT Advisory (vCIO)	—	—	—	—	—	R2,500 /mo
Multi-Site Management	—	—	—	—	—	R500 /additional site
Dedicated Account Manager	—	—	—	—	—	✓ >R10K /mo
VolumeDiscounts	—	—	—	—	—	✓ Up to 20%

Bespoke volume discounts: 10-24 devices 5% | 25-49 devices 10% | 50-99 devices 15% | 100+ devices 20%. Legacy clients receive discounts hourly rates (Remote from R450/hr, On-site from R850). Travel beyond 25 km from SalesCollab's office is charged at R12.50/km. All amounts in ZAR, exclusive of VAT.

Response Time Commitments

All 6 Service Tiers - Side by Side

METRIC	AD-HOC	LEGACY	CORE	EXECUTIVE	BESPOKE
Initial Response	—	30 min	30 min	30 min	30 min
After-Hours Response	—	—	Next biz day	60 min	30 min
Progress updates	—	60 min	60 min	60 min	30 min
Emergency Escalation	—	—	2 hours	1 hour	Immediate
Typical Resolution	Quoted	N/A	< 4 hrs	< 2 hrs	<1 hr
On-Site Included	No	No	No	1/month	Custom
Monthly Report	No	No	Yes	Yes	Yes
Quarterly Review	No	No	No	Yes	Yes

Dedicated Account Management

Automatically included at no additional cost for any Bespoke account with a total monthly value **exceeding R10,000**. Your dedicated account manager provides monthly check-ins, proactive recommendations, and serves as your single point of contact for all IT matters.

On-Site Support Coverage

On-site visits are available **within a 25 km radius of SalesCollab**. Travel beyond 25 km is charged at R12.50/km. Executive clients receive one (1) included on-site visit per month. Bespoke clients receive a custom allocation as agreed.

Your Journey Starts Here

Simple Onboarding Process



Reporting

Monthly Reports

Executive Summary Report

Generated for Coffee Nation for January 2016

Health Score



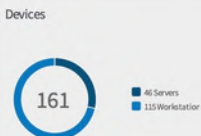
Proactive Monitoring
Antivirus Coverage Protection
Backup

100% Server Availability
88.8% Patch Management Coverage Protection
85.3% Closed Help Desk Tickets

94.5% Failed Login Attempts
56.1% Web Protection Coverage Protection
82.7%

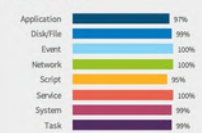
0.5%
50.3%
100%

Managed Devices



45 Servers
115 Workstation

Checks Passing



Alerts Resolved

4890

Protection Effectiveness

Antivirus

Devices with Antivirus: 129
Frequency of up-to-date Devices: 97.4%
Threats Quarantined/Resolved: 0

Web Protection

Devices with Web Protection: 1
Filtered Requests Blocked: 172
Malicious Requests Blocked: 168

Patch Management

Devices with Patch Management: 158
Patches Detected: 5441
Patches Installed: 767

Remote Access

Take Control Sessions: 1
Remote Background Sessions: 8
Remote Desktop Protocol Sessions: 3

Backup

Devices with Backup: 15
Data Backed Up (GB): 157
Successful Backups: 122

Help Desk

Client-Raised Tickets Closed: 35
Monitoring Tickets Closed: 1005
Hours Spent on Tickets: 85

Coverage



Operating Systems



Windows 7
Windows 8
Windows 10
Windows Server 2003
Windows Server 2008

Top 5

Devices with Failing Checks

WIN-PVE08TTFB4
WIN-RH4GK04BCPU
WIN-S4HLS2HD82
WIN-33Q68TMBUT
MS_XPPROENSP3EN

Devices at Risk

WIN-PVE08TTFB4
WIN-RH4GK04BCPU
WIN-S4HLS2HD82
WIN-33Q68TMBUT
MS_XPPROENSP3EN

Allowed Website Categories

Travel
Online Personal Storage
Computer and Internet Info
Private IP Addresses
Computer and Internet Security

Terminology Explained

Health score

A weighted aggregation of the systems health across various components. If a feature is not enabled, the health score will not be negatively impacted.

Alerts Resolution

The number of outages that occurred over the course of the month which were closed or cleared.

Checks Passing

The percentage of checks that have passed throughout the month. Checks are grouped into categories. For example, System category comprises of Failed login, Server performance monitoring, OS update, Package management, and Physical memory checks.

Feature Adoption

Deployed features calculated at the end of the month.

Frequency of Up-to-Date Devices

How often Antivirus checks have been up-to-date across Servers and Workstations throughout the entire month.

Filtered and Malicious Requests Blocked

The volume of unwanted web requests which have effectively been blocked based on selected filtering categories and the volume of blocked requests of a malicious nature.

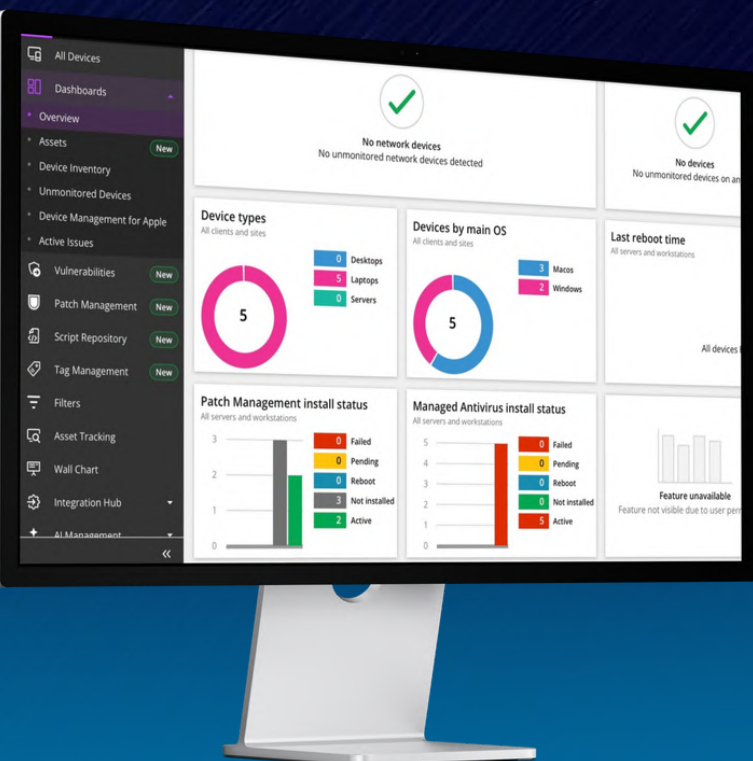
Top 5 Devices at Risk

Devices which have the most common failures of Antivirus, Vulnerability, and Web Protection checks throughout the entire month.

Top 5 Allowed Web Categories

The most commonly accessed website categories throughout the entire month.

Dashboard View



Ready to Transform Your IT?

100% Free IT Assessment

We only succeed when your technology works seamlessly.

Give us a call. Send us a mail.



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We're your technology concierge.



**SalesCollab
Connect**