



Hi there!

Welcome to ZA Support Concierge Club a division of ZA Support! We are really excited that you are interested to come on board, and look forward to forming a relationship assisting you with all your Apple related requests. Since we offer unconventional services we do need some more information about you so we are able to provide the ultimate support experience. Please don't forget to fill in our "Howzit" personal information form – use this password **ZAs9901** to log in.

How does it work?

- Once finished with our Howzit personal information form you will receive a unique client ID. Your ID contains essential details we need assisting us to fulfill your request.
- Upon calling us we will endeavor to solve your challenge in 3 minutes or less
- After 3 minutes we will log in remotely and try to and resolve the challenge
- Remember if your query cannot be solved virtually and requires onsite assistance you will be guided to alternative call out options that best suit you and the challenge*

As a club member what do I get?

- Exclusive unlimited 24/7 access to our remote and concierge services.
- Guaranteed discounts on all new Apple hardware and related software
- Up to 30% off ZA Support call out rates**

When can I use my Concierge service?

Just imagine picking up the phone and speaking to someone who doesn't treat you like a technophobe and takes a personal interest in anything Apple you ask? That is available right now. You are able to call us regarding anything however here are some of the most popular calls!

- All types of Itunes challenges
- SMTP servers not working
- Synchronising all iPads, iPhones and Mac's
- Unsure if back up's are running or has ever run!

Where can I use my Concierge service?

- Remote and telephonic services are provided internationally so you can contact us anywhere!





- In Johannesburg you have access to personal support at your home or office***

What if there is more than one of me?

- We know that you may have to share the love with your better half and possibly other half's in the family...That is why every family member gets 10% off their club membership!
- Each club member will get the full range of services and support offered just like you.
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Is there a Concierge for my business?

Absolutely! Every business is unique. That is why we build bespoke solutions with you to ensure your specific requirements are met at every level.

Benefits include:

- Volume based licensing (10 or more)
- Free onsite / remote back up solutions*****
- New and current end user training packages
- Discounted tariffs on all cloud services (Integrated email (Hosted exchange), cloud back up solutions, local Drop Box services among others)
- Up to 10% off on total repair costs if booked into ZA Support
- Up to 10% off on all workshop fee's

What else does ZA Support Concierge offer?

- Home support
- Data recovery including email recovery
- Advisory services
- Networking

Do I need any software?





You do, but don't worry its all free! All you have to do is download each of these applications and you are done!

Skype (www.skype.com)

Team Viewer (www.teamviewer.com)

Team:

Telephone: 011 268 0566

Email: admin@zasupport.com





* Onsite support is valid only in Johannesburg. But don't worry we are working on getting you personalised support in Cape Town and Durban!

** Please enquire regarding how our discounting system works.

*** On site support will be offered by a ZA Support Concierge representative if the nature of the challenge requires it or at your personal request.

**** To view our terms of service please [email](#) us!

***** Telephonic and remote support is 24 hours / 7 days a week. Call out services are from 6am- 6pm Monday – Friday. Overtime is billed at 1.5* the standard rate during weekends, holidays or afterhours.

***** Once a month we will come on site to ensure 6 machines are backing up correctly and that the back up's are verified. For total peace of mind we are able to add additional machines at a nominal cost.

