



Support with a personal touch

[www.zasupport.com](http://www.zasupport.com)



# DO YOU THINK YOU DESERVE A BETTER EXPERIENCE?

The first step with ZA Support is to **BELIEVE** that it is possible to have a brand new experience.



- Bad services?
- Poor lead times?
- Waiting?
- No knowledge?
- No on site support?

# THE EXPERIENCE BEGINS HERE....

At ZA Support we believe in personalizing your experience through a structured program which enables us to optimize your experience and our communication with you, provide industry leading support and state of the art technology that will move our relationship to a whole new level.



With ZA Support's comprehensive **supply, support, repair & maintenance solutions** we become a long-standing partner in your Mac lifestyle.

### SUPPLY

Providing of world leading hardware and software solutions. Authorized for:

- Apple hardware & software
- Wacom tablet solutions
- LaCie (NAS, SAN, external storage)
- Adobe (all suites)
- Thunderbolt solutions
- Fiber channel/networking
- All accessories
- Protocols and Avid

### SUPPORT

By upholding our promise and foundation to better your experience we provide the following support:

- On site support
- 1st time set up's
- Training
- Data recovery
- Remote support



Authorized  
Reseller



## REPAIR

All Apple Mac hardware:

- iMac/ MacBook Pro/ MacBook Air/ MacPro/ iPhone/ iPad/ Mac Mini
- Cracked screen replacements
- Glass/ digitizer/ back glass
- RAM, upgrades, hard drive upgrades, SSD hard drives, installations
- Operating system repairs

## MAINTENANCE

We can structure a backbone operation service agreement, we will take the strain and stress of you and your staff.

We tailor make a package for you and the needs of your company.



\* Terms & Conditions Apply

# OUR SCOPE INCLUDES:

## EXECUTIVE BUSINESS SOLUTIONS

ZA Support has designed tailor made solutions for small, medium and large scale enterprises.

This service offering is aimed to provide both a flexible and cost effective solution for you as a business client.



### Small Business

- 1-10 Mac users
- 1st & 2nd tier on site support
- Basic maintenance solution
- Monthly hardware check
- Guaranteed turn around time on call out

### Medium Business

- 10 + Mac users
- 2nd & 3rd tier on site support
- Maintenance solution
- Weekly back up solutions
- (On site/off site)
- Audit and advise
- Weekly hardware diagnosis
- Call centre/remote support

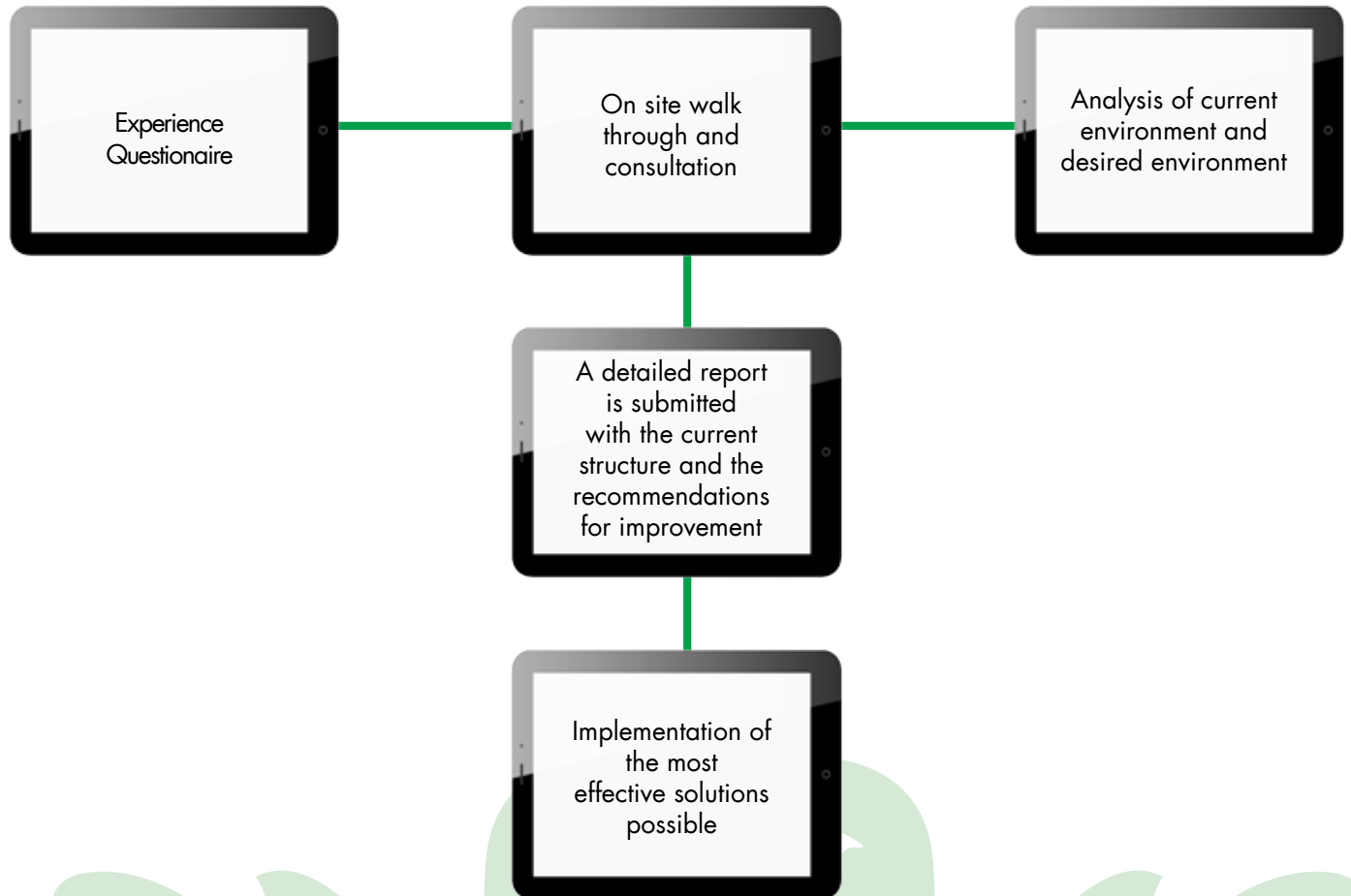
### Large Business

- 50-100+ Mac users
- Advanced maintenance solution
- Daily maintenance
- Ticketing system
- 3RD tier on site support
- Loan machines
- Cloud solutions
- Back up solutions (on site/off site)

## I.T IS THE BACKBONE OF THE BUSINESS



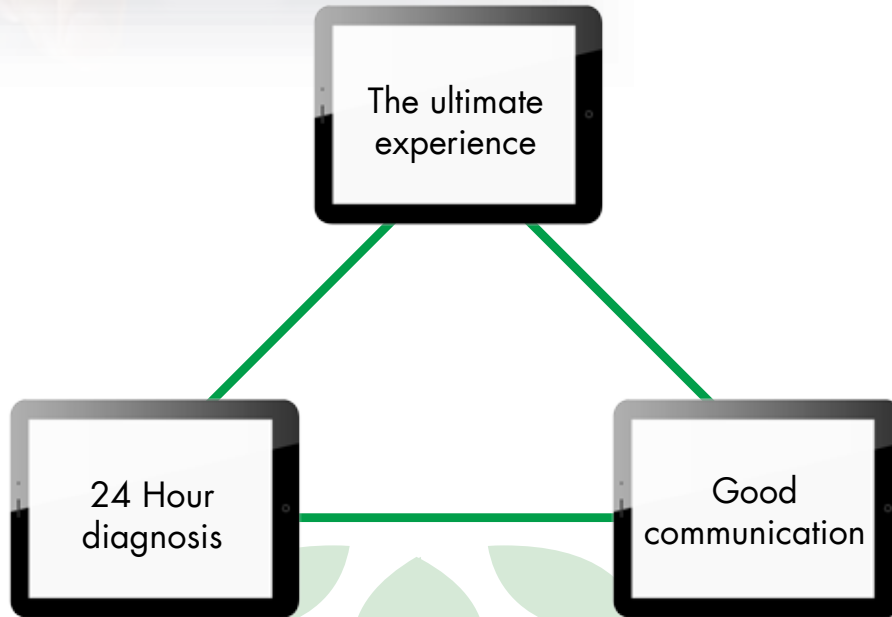
Is your ideal partner for your business solutions



# INDIVIDUAL SOLUTIONS



Our mission is to give you the ultimate solution for your everyday work or lifestyle. We want to take your stress and irritation away by creating the ultimate experience solutions for you.

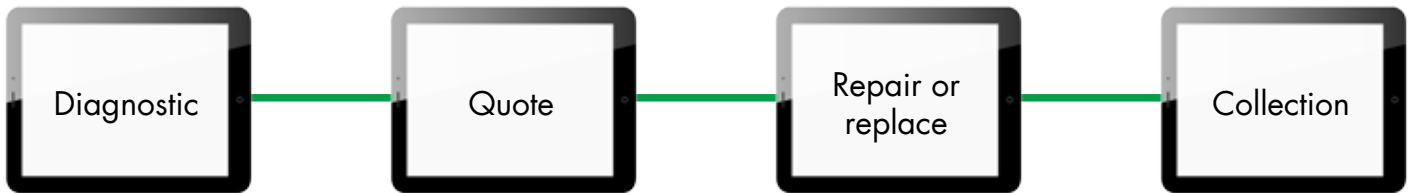




ZA Support has a well defined process to ensure your experience is delivered fast and effectively reducing downtime to a minimum.

## 4 EASY STEPS

### Booking in process



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