

Sirius Business Accelerator Suite - 2017 Post-Go-Live Service Catalogue

(These services come into affect only once the new solution has gone live and are governed by the relevant project 's service agreement)



Service Item	Category	Item	Purpose	Billing	2017 Rate	For / Role	Description
1	Online Solution Continuation (Technical)	Business Accelerator License (unlimited) users	Usage right	Monthly	as quoted, with current escalations	Software	Software instance licensing fee: Sirius Business Accelerator online Suite.
2		Web Application and Hosting Support Service	Enables the existence of the company's web components	Monthly	as quoted, with current escalations	Server Space	Hosting platform usage fee, including maintenance of Linux web components which hosts the web domain, accounts and Sirius back-end application + website.
3		Application support service	Ensures that the web components continue to run seamlessly while the internet changes	Monthly	as quoted, with current escalations	Technical Support Staff	Technical support of the specific web application rolled out to the client. This includes web compatibility upgrades, downtime monitoring, back-end issue alert response, 3rd party integration fixes (eg. Google integration, Nightsbridge and booking views integration, Facebook/Tripadvisor integration etc.), plugin code upgrades when required, backups and restores, application version upgrades and oversize corrections. Limited to 4 hours per month. Should a user become aware of the domain being offline/unavailable the problem must be reported and resolution can be expected within 24 hours.
4	Online Solution Changes (Functional)	Web Development		Ad-Hoc	R750 p/h	Web Developers	Changes by a web developer to site layout, graphics or to contents which could otherwise be maintained by users. Note that the advantage of our solution is that minimal web development should be required following go-live.
5	User Development (Functional)	User training / assistance		Ad-Hoc	R550 p/h	Trainers	For go-live of the initial project, training manuals are provided in order for users to maintain specific relevant web contents such as rates tables and terms and conditions. This is for additional training requirements following go-live.
6	Marketing Package	Search Engine Optimisation		As per agreement / Ad-Hoc	R550 p/h or R250 p/page/month	Marketers	We optimise each web page for search engines to optimally classify them in order to gain higher listings on specific searches. This creates a market advantage to competitors. Note that your solution must of the SEO component module included in order for this service to be made possible.
7		Ad word campaigns		Monthly	R1500 p/m	Marketers	We perform targeted marketing campaigns to allow internet search engine users to find your site when entering specific words or phrases. Note that google raises separate charges per click. We setup and maintain the campaigns within a maximum budget that the client agrees to pay Google via their credit card on a monthly basis.