

# DLA-100

The DLA-100 service subscription is tailored towards small businesses which do not have their own in-house computer experts but have a network with a central server. Computer equipment, just like the company car, the factory lathe or the coffee machine, has to be maintained regularly. The server is especially often forgotten during maintenance, although it holds the company's data and therefore plays an extremely important role in the company. In the case of failure of a PC, server or network, the cost and impact are individual; but they do exist. With the service subscription of DIAGNOSDATA, competent consultants and technicians are standing by your side. On request, even faster via remote maintenance!

## The advantages

- Guaranteed response time by the next business day (NBD) during the subscription period and during our office hours.
- Savings of more than 23% compared to the regular hourly rate.
- After taking advantage of the 100 subscription hours and before the end of the subscription period, a reduced hourly rate, approximately 17% below the regular rate, will apply for a maximum of an additional 100 working hours.
- Guaranteed prices during the subscription period.
- Budgetable amount.
- Clearly defined contact person.
- Thanks to remote maintenance, reduced travel costs and even better response times.

## The prices

A DLA-100 costs you CHF 13'800.00. This entitles you to 100 hours of on-site service from a technician. The regular price would be CHF 18'000.00. So you save CHF 4'200.00! After taking advantage of the 100-hour credit balance and during the DLA-100 period, you benefit from the reduced hourly rate of CHF 149.40 for the purchase of up to 100 additional working hours.

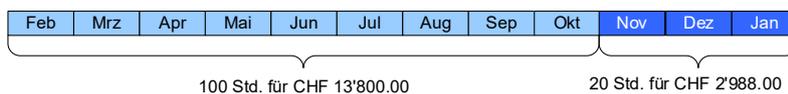
## The conditions

The DLA-100 is valid for exactly 12 months. Any unused balance will be forfeited. Travel, expenses and materials are not included and will be charged separately. All prices are excl. VAT. You must have an existing and working Internet connection (with at least 300 Kbit / s upload) available.

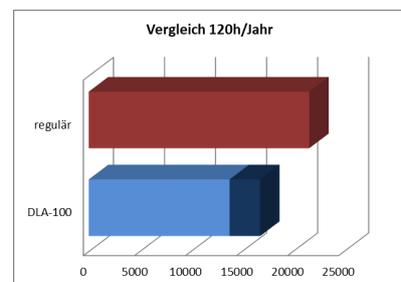
## An example

A DLA-100 purchased on February 1, 2017 is valid until January 31, 2018.

If your 50-hour credit is used up after 9 months, you benefit from the reduced hourly rate in the remaining 3 months.



In comparison to the regular rate.



Valid from September 1<sup>st</sup> 2017