



CUSTOMER SERVICE GUIDE

Managed IT that keeps work moving.

A clear, practical support service for small businesses, home offices, and the technology behind them.

The Sigmoid approach

We help reduce downtime, IT risk, and technology complexity through proactive care, straightforward communication, and clearly defined services. You know what is covered, who to contact, and what happens next.

SERVICE AREA	CONTACT
Johannesburg and the East Rand Small business and residential IT	+27 87 188 6675 info@sigmoid.co.za www.sigmoid.co.za

This guide summarises Sigmoid's standard commercial position. It is not a binding quotation or service agreement. Final scope, compatibility, response commitments, and pricing are confirmed after a technical assessment and written service schedule.

Business managed IT

For teams of five or more, Sigmaserv provides a practical, accountable service that replaces recurring IT uncertainty with a well-run foundation.

All prices below exclude VAT. VAT is added at the prevailing rate. Third-party licences, cloud consumption, hardware, and project work are not included unless quoted in writing.

Business Essential

R950 per user / month
5-user minimum
(R4,750 / month)

For a small team that needs a reliable IT partner and a well-run foundation.

Included

- Business-hours remote support and incident triage
- No arbitrary ticket cap for reasonable end-user IT support within the agreed scope
- Endpoint health, patching, and routine maintenance where compatible tooling is installed
- Core user, device, and service documentation
- Basic vendor coordination for supported IT services
- Monthly service summary and recommendations

Boundaries

Managed business support is not ticket limited. Software licences, hardware, major changes, onsite visits, after-hours work, and third-party specialist services are separate.

Business Secure

R1,250 per user / month
5-user minimum
(R6,250 / month)

For teams that need stronger day-to-day security and more structured oversight.

Included

- Everything in Business Essential
- No arbitrary ticket cap for reasonable end-user IT support within the agreed scope
- Security baseline work, including MFA and access hygiene where compatible
- Managed endpoint protection and alert review where licensed tooling is deployed
- Microsoft 365 administration and backup-monitoring coordination where in scope
- Quarterly service review with risks, priorities, and next actions

Boundaries

Managed business support is not ticket limited. Endpoint protection, backup, Microsoft 365, other third-party licences, and third-party specialist services are charged separately unless expressly included in a proposal.

Infrastructure, projects, and home-office support

Server / Virtual Server Care

From R750 per server / month

For a compatible Windows or virtual server that needs routine attention alongside managed user support.

Included

- Health checks and alert response for approved server monitoring
- Patch scheduling and routine maintenance windows
- Backup job status review where backup tooling is in scope
- Capacity and risk notes as part of regular service reporting

Boundaries

Hosting, compute, storage, backup licences, operating-system licences, migrations, and recovery work are quoted separately. Compatibility assessment required before activation.

Projects and specialist work

Standard technical work	R950 per hour. One-hour minimum. Suitable for workstation, Microsoft 365, network, and routine support work outside managed scope.
Specialist / project work	R1,350 per hour. Used for design, migration, security, server, and higher-complexity work.
After-hours work	R1,750 per hour, subject to written approval and availability. Used where the customer requires service outside the standard window.
Onboarding	Proposed base fee: R4,500 plus R500 per managed user. Final onboarding scope is assessed before activation.

Residential and home-office support

Home Office Care

R450 per month

For one household that wants a familiar IT contact for small, remote-first issues.

Included

- Up to one remote support ticket per calendar week, with no unused-ticket rollover
- Basic device, software, email, printer, Wi-Fi, and home-office guidance
- Priority booking for additional work during business hours

Boundaries

Additional support is charged at R950 per hour. Hardware, parts, travel, onsite visits, third-party subscriptions, and after-hours work are quoted separately.

A clear start to a dependable service

A good IT service begins with a shared understanding of the environment. We keep the first steps clear and practical.

1. Discovery call	We confirm the people, devices, core services, pain points, and desired outcome.
2. Scope review	We identify compatible services, known risks, third-party licensing, project work, and a practical starting package.
3. Written proposal	We document inclusions, exclusions, onboarding, monthly fees, dependencies, service hours, and approval route.
4. Onboarding	We document the environment, establish contacts and support routes, and deploy agreed tools and baseline controls.
5. Ongoing service	We manage requests, communicate progress, and revisit priorities at the agreed cadence.

Before we can quote accurately

- Approximate number of users, computers, mobile devices, locations, and servers.
- Current email, Microsoft 365, internet, backup, and endpoint-security arrangements.
- Known recurring issues, upcoming projects, compliance requirements, and business-critical systems.
- A primary contact authorised to approve work and provide access during onboarding.

Commercial essentials

Service window	Monday-Friday, 08:00-17:00 South African time, excluding public holidays. Critical incidents receive an initial response target of 2 business hours; routine requests, 1 business day.
Agreement	All managed services begin with a written proposal and service schedule on a 12-month initial term. The signed agreement governs scope, approvals, service levels, renewal, and termination.
Payment	Managed services are invoiced monthly in advance. Hourly work is billed on completion. VAT is added at the prevailing rate. Yoco or EFT can be used where offered.
Procurement	Customers may source hardware, software, and licences directly or request a Sigmaserv quote. Cabling, VoIP, and CCTV are delivered through approved third-party specialists when required.
Scope control	Anything not listed as an inclusion is assessed and quoted before work begins where practical.

Start with a conversation

Tell us what is slowing you down, what you are running today, and what good support would look like. We will recommend the right next step without forcing a package that does not fit.

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