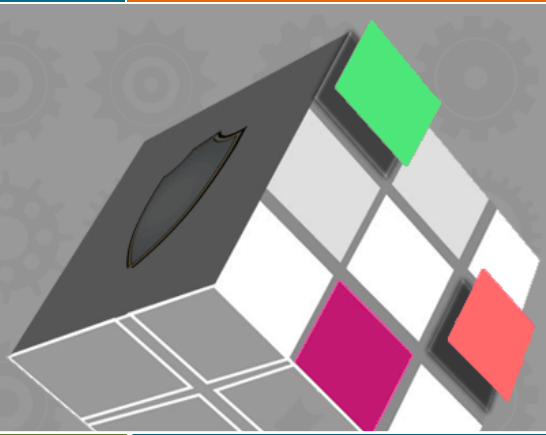
Enquiry: +852 2787.3787 Email: sales@hkti.net

Management Services



RESELLER PROGRAM

HKTI service and solutions

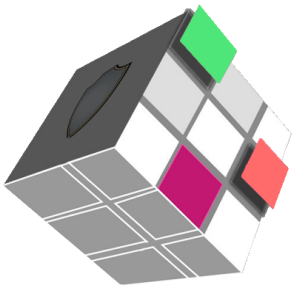
http://www.hkti.net/reseller

HKTI-RESELL-MGTSRV–2015

		Tier Prices *		
Packages	Monthly Fee / Month	Tier-1	Tier-2	Tier-3
MS-A	HK$800	10% OFF	15% OFF	20% OFF
MS-B	HK$1200	10% OFF	15% OFF	20% OFF
MS-C	HK$1500	8% OFF	12% OFF	15% OFF
MS-X	HK$2500	8% OFF	12% OFF	15% OFF
By Incident	HK$300 / Hour	10% OFF	15% OFF	20% OFF

NOTE: From second year up, every of the price, for all Tier partners, will get another 5% OFF, for example, Management Services **MS-B** for Tier-3 reseller is HK$1200 x 0.8 for first year = HK$960 per month, from second year up, it is HK$1200 x 0.8 x 0.95 = HK$912 per month

* Tier-1: Monthly Total from US$100 to US$1,000
Tier-2: Monthly Total from US$1,001 to US$5,000
Tier-3: Monthly Total above US$5,000



	Packages			
	MS-A	MS-B	MS-C	MS-X
Uptime Monitoring	Daily	Hourly	per 30 Minutes	per 5 Minutes
OS Reload / Month	1	2	4	8
Software Firewall Config *	Yes	Yes	Yes	Yes
DNS Management	Yes	Yes	Yes	Yes
Phone / Email Support	office hour	24x7	24x7	24x7
Response Time (within)	8-24 hour	4-12 hour	2-8 hour	1-8 hour
Support Tickets	5	10	20	unlimited
Hardware Check / Replace	Yes	Yes	Yes	Yes
OS Upgrade / Patch	-	Yes	Yes	Yes
Traffic Analysis	-	Yes	Yes	Yes
System Hardening	-	Yes	Yes	Yes
Account Manager	-	Yes	Yes	Yes
Live Chat	-	-	Yes	Yes
Backup **	-	-	10G	20G
Anti-Virus		-	Yes	Yes
Hardware Config ***	-	-	Yes	Yes
Downtime Investigation		-	Yes	Yes
Performance Analysis	-	-	Yes	Yes
Application Management	negotiate	negotiate	negotiate	negotiate

* Client must provide server password for access

** Backup size larger than 20GB is subject to additional quotation (For VM / Cloud, default weekly system backup is provided)

*** Hardware price is subject to additional quotation from HKTI, hardware includes Firewall, Router, Switch, Server & Storage