



Partner Enablement Services

Installation & Deployment of Video Conferencing and Workspace Solutions
Prioritized Technical Support
Help Desk 011 844 9901

Services Offered Exclusively To Our Reseller Partners

As a leading video conferencing distributor in South Africa, Kathea offers full end-to-end service and aftercare packages for all of our products to our Reseller community.

These services are designed to enable our reselling Partner community to be able to offer the complete bouquet of services to their end user Customers without having to establish the underlying service themselves.

Kathea's engineers have a wealth of AV and VC experience in both SME and Enterprise environments and are fully certified across all supported brands. With a choice of Service Level Agreements, you can ensure that you have the level of support you need at a price you can afford.

Service Level Agreements

Kathea offers a wide range of Service Level Agreements (SLA's) that are fit for all business requirements. These SLA's are designed to enable Resellers with the required support to allow the end user to experience high quality, reliable video conferencing that comes with maintenance and reporting solutions which allows for uninterrupted communication between various locations, without relying heavily on internal resources in order to achieve this.

Custom SLA's are also created to meet business requirements.

Video Conferencing

Item	Description	Essential SLA	Advanced SLA	Premium SLA
Telephonic Support	High Priority Support Hours - Business Days Monday to Friday 08:00 - 17:00	✓ 4-Hour Response Time	✓ 3-Hour Response Time	✓ 2-Hour Response Time with direct contact to management
System Reconfiguration and Changes	Kathea will assist in reconfiguring supported equipment in accordance with your business vision and strategy i.e. H.323 / SIP / SFB / Teams	✓	✓	✓
Implementation of Software Updates and Hot Fixes	Kathea will assist with the installation of the latest firmware on all supported equipment to enable new features and enhance security.	✓	✓	✓
Onsite Support	NBD - within 50k radius JHB/KZN/CPT Limited to 4 x 2-hour call-outs per month	✗	✓	✓
Skills Transfer	Handover to T1 Support Basic Troubleshooting	✗	✓	✓
User Training	Limited To 6 Delegates (1 Week Notice)	✗	✓	✓
Preventative Maintenance	Full health check of all supported equipment	✗	✗	✓ quarterly health checks
Logistics of Device Replacement	Faulty hardware on supported equipment will be replaced as per vendor agreement. As an added benefit, Kathea will arrange for collection, delivery, and reinstallation.	✗	✗	✓
Loan Equipment	Should any equipment not be repaired or replaced within agreed time, Kathea will arrange loan equipment to ensure continuation of VC calling	✗	✗	✓
Standby Support	Dedicated engineer to be on remote standby for an important meeting or event (72 hours' notice) Max of 5-hours per event - limited to business hours	✗	✗	✓



Installations

Pre-Installation Survey

Kathea provides an in-depth onsite pre-installation survey service that assists in guaranteeing that excellence is accomplished in each part of your project. Covering all aspects of groundwork for a high calibre and efficient installation, our highly skilled and certified engineers study the space, affirm appropriateness of the solution and ensure that risks associated with the future installation are perceived and mitigated before any works commences at the client's premises.

Design, Implementation & Configuration

We provide highly experienced engineers "on the Resellers behalf" to empower professional installations at the client's workplaces/datacentres. Configuration of the video conferencing equipment is performed at the highest calibre to ensure the best quality video conferencing. We can manage single once-off installations, or work with you to design & implement the perfect installation for the client's space.

Testing

Testing of the installed equipment is key, and our engineers complete this altogether to ensure full usefulness of the system post-installation. Our installers will also provide the customer with an overview of how to use the system, so you can be guaranteed that the system is both up and running effectively, and that the client benefits as much as possible from their investments!

Knowledge & Skill Transfer

As an added benefit of the Advanced and Platinum SLA, Tier 1 Training is provided to one or more technical resources to ensure that the partner or client understands the system, are able to perform first-line troubleshooting and can make minor changes when required.

Training

We provide our Resellers that hold an Advanced or Premium SLA with the option to upskill selected individuals to obtain a better understanding of either using or supporting the implemented solutions.

Our training programmes are designed to:

- Help improve usability
- Build user confidence
- Increase efficiency
- Reduce technology related stress
- Improve productivity

Telephonic Support

Our SLAs (Service Level Agreements) ensure that all technical support problems are addressed and resolved promptly and efficiently within specific time limits. Our team of highly qualified Service Desk Engineers have a wealth of expertise and experience, and according to Customer Thermometer, consistently score over 90% for customer satisfaction and happiness.

Our support helpdesk is available for our Resellers to log support calls for any related problems during normal working hours. Each customer call is logged into our Helpdesk system and a unique call reference number will be provided to keep track of your issue.

Working hours: Monday to Friday (excluding public holidays) from 08:00 to 17:00.

Onsite Support

Whilst we attempt to resolve all issues remotely, some support issues may require a visit on-site to reach a resolution. SLA clients would not need to incur any additional charges or travel expenses for engineer call outs (within 50km radius of Kathea premises).

Standby Support (Remote)

Our Premium SLA clients are entitled to have a dedicated engineer on standby (remote) for critical meetings to ensure minimum disruption. Standby services are available during business hours, Monday to Friday (excluding public holidays) from 8h:00 to 17h:00

Planned Preventative Maintenance

Planned Preventative Maintenance visits are performed to our Premium SLA clients to ensure that your audio visual and video conferencing equipment is serviced periodically. This reduces the risk of failure on Mission Critical and highly utilized systems.

Device Replacement

In the unlikely event of device failure, Kathea will manage and replace all units covered by the vendor's warranty contract. All replacement units are thoroughly tested and go through a "Quality Assurance" process before it is put back into production.

As an added benefit to Premium SLA clients, Kathea will arrange for collection, supply and install an alternate working solution (note that models may differ) at no additional cost, so that the End User does not experience any downtime while the equipment is being repaired/replaced. Once the device has been repaired/replaced, Kathea will make the necessary arrangements to meet onsite with the equipment for re-installation as per agreed time with the Reseller.



Implementation of Software & Hot Fixes

We are all familiar with Software upgrades (or patching). We usually update the apps with some regularity on our cell phones and the same should apply to all the devices that we use. Unfortunately, we find that many businesses often use out-of-date or outdated versions of the applications that they use every day.

Keeping our software up to date is important. This is not only so that we can access and use all of the new features available but, perhaps more importantly, to ensure that the vulnerabilities within the software are not exploited by cyber criminals. Kathea will manage the implementation of Software Updates & Hotfixes on all SLA supported devices to ensure that you are benefiting from the latest features, whilst maintaining the highest security level.

System Reconfiguration & Changes

All SLA clients will have the ability to work with an experienced and certified Solutions Architect to ensure that their systems are configured in line with the company's current strategy, whilst considering the company's roadmap in mind (SFB/Teams/on-premise/cloud/hybrid, etc).

Kathea will assist with the reconfiguration and testing of the devices to ensure that the client is fully operational.



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