

January 2025

Installation and support services

Pricing grid

The pricing of Kyos services is adapted to the level of expertise required and to the duration of your project.

your project.			A	B	C	D
Level	Profile	Unit	0,5 to 5 days	6 to 15 days	16 to 30 days	> 30
I	Deployment	Day	1'200.--	1'140.--	1'080.--	1'020.--
		Hour	150.--	142.50	135.--	127.50
II	Specialist	Day	1'640.--	1'550.--	1'470.--	1'390.--
		Hour	205.--	193.75	183.75	173.75
III	Expert, Project Manager	Day	1'880.--	1'780.--	1'690.--	1'590.--
		Hour	235.--	222.50	211.25	198.75
IV	Architect, Consultant	Day	2'240.--	2'120.--	2'010.--	1'900.--
		Hour	280.--	265.--	251.25	237.50
Volume advantage			N/A	-5%	-10%	-15%

Prices in CHF from 1/2 Day. Valid from Monday to Friday from 08h00 to 18h00 except official holidays.

Non-working hours

The following mark-up rates will be applied for projects outside business hours:

	2h	4h	6h	8h	10h	12h	14h	16h	18h	20h	22h	
Monday to Friday	+50%			Business hours						+50%		
Saturday	+ 50%											
Sunday and public holiday	+100%											

The amounts of support services and unplanned interventions outside working hours are governed by the Kyos Continuity contract.

Travel Packages

Depending on the place of intervention, a travel and/or accommodation package will be applied:

Code	Lieu	Pricing
KFD-Z0	Zone 0 : Cantons of GE, SG, AI, AR	Free
KFD-Z1	Zone 1 : Cantons of VD, ZH, SH, TG, GL, ZG, SZ, FL	150.- CHF
KFD-Z2	Zone 2 : Other cantons in Switzerland	300.- CHF
KFP-HZ	Outside Switzerland	Project price

The privilege contract

The contract privilege allows you to buy a credit of services in advance and to profit from multiple advantages of which the pricings reserved for the important projects:

	Base	With privilege contract			
Contract Amount	N/A	5'000	10'000	25'000	50'000
Pricing level	depending on project	A	B	C	D
Interventions invoicing method	depending on project	Time and material taken from the contract			
Billing unit	1/2 hour	1/4 hour			
Minimum on-site billing	1 hour	1 hour			

The support offer

Kyos supports you in the management of your IT infrastructure:

	Without Contract	Kyos Assist	Kyos Serenity
User terminals (PC, MAC, tablettes, smartphones)	P	P	
Infrastructure and server equipment	P	Submitted to validation	
Standard remote response time	none	within 1 hour	
Guarantee of remote or on-site intervention	none	within 4 or 8 hours	
Non-working hours intervention	none	Kyos Continuity option	
Invoicing unit for intervention hours	1/2 hour	1/4 hour	Continuity only
Minimum billing on site	1 hour	1 hour	
Interventions deductible from the privileged contract	P	P	P

General conditions

- One working day corresponds to eight hours. Integrations are broken down into 4-hour units, unless otherwise specified.
- Office opening hours are 8h00-18h00.
- For long-term projects, an invoice will be sent at the end of each month.
- Prices are exclusive of VAT.
- Payments are made within 30 days from the date of the invoice.

About Kyos

Kyos is specialised in security, net-working and IT services.

Established in Geneva since 2002, Kyos has ensured its self-financed development and today has a team of more than 55 employees. Since 2016 Kyos has also an office based in St. Gallen.

We provide you with:

- Our expertise and vision
- Our reactivity and our commitment to satisfy you
- Our methodology and the quality of our services
- Our proximity and our personalized advice.

We accompany you in the implementation of solution that are:

- Global,
- Adapted to your needs
- Secured by our “Better safe than sorry” approach.Efficient and durable.

Contact us

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