

> EXTEND YOUR IT SUPPORT

Kyos Continuity is the extension of your IT support contracts. Our permanence is at your disposal 24/7, 365 days a year to ensure the continuity of service of your information system.



Your business cannot wait

Give yourself the means to quickly resolve service interruptions, whatever the time and your availability.



Intervention guarantee

Our support team intervenes remotely under 1 hour and after agreement of the customer within 4 or 8 hours on site.



A continuous presence

At any time, our hotline and at least two specialists are mobilized in the event of an incident.



A simple and affordable extension

The costs are fixed and extend your intervention contract for 4 or 8 hours. The hours of intervention or surcharges are defined in advance, regardless of who is involved.

> PRICING CONDITIONS

	CONTINUITY 4H		CONTINUITY 8H		WITHOUT CONTINUITY		
MAIN CONTRAT	KYOS ASSIST	KYOS SERENITY	KYOS ASSIST	KYOS SERENITY	WITH/WITHOUT KYOS ASSIST	KYOS SERENITY	
KYOS CONTINUITY CONTRACT							
Basis contrat	1'500.- CHF / year ou 150.- CHF / month		1'000.- CHF / year ou 100.- CHF / month				
Surcharge of the Main Contract	20%	10%	20%	10%			
HOURLY COSTS OF INTERVENTION							
HNO LEVEL	PRICING ⁽¹⁾						
HNO1 ⁽²⁾ <small>Week in non-working hours and Saturday</small>	A	300.- CHF	100.- CHF	300.- CHF	100.- CHF	450.- CHF	360.-CHF
	B	270.- CHF	90.- CHF	270.- CHF	90.- CHF	405.- CHF	
	C	255.- CHF	85.- CHF	255.- CHF	85.- CHF	382.50.- CHF	
	D	240.- CHF	80.- CHF	240.- CHF	80.- CHF	360.- CHF	
HNO2 ⁽²⁾ <small>Sunday and public holidays</small>	A	400.- CHF	200.- CHF	400.- CHF	200.- CHF	600.- CHF	480.-CHF
	B	360.- CHF	180.- CHF	360.- CHF	180.- CHF	540.- CHF	
	C	340.- CHF	170.- CHF	340.- CHF	170.- CHF	510.- CHF	
	D	320.- CHF	160.- CHF	320.- CHF	160.- CHF	480.- CHF	

⁽¹⁾ The level of pricing is taken into account in the billing of services in non-working hours.

⁽²⁾ The definition of HNO is given on the front of this data sheet.

› DEFINITION OF NON-WORKING HOURS

Support services and unplanned interventions outside Kyos opening hours are considered as non-working hours (HNO). These services respond to a specific pricing independent of the provider's profile based on the following time slots:

	2h	4h	6h	8h	10h	12h	14h	16h	18h	20h	22h	
MONDAY TO FRIDAY	HNO1			BUSINESS HOURS						HNO1		
SATURDAY	HNO1											
SUNDAY AND PUBLIC HOLIDAYS	HNO2											

› SCOPE OF SERVICE

- › Kyos Continuity is a service extension that only applies to customers with a main support contract: Kyos Assist or Kyos Serenity.
- › The equipment concerned by the service extension are those listed in the main support contract (Kyos Assist or Kyos Serenity).
- › The level of on-site guarantee for the main contract and the Kyos Continuity contract must be the same, i.e. 4 or 8 hours.

A HELP DESK TEAM AT YOUR SERVICE

- › Certified specialists
- › A 24/7 duty service
- › Service in English and French
- › A dedicated number:
+41 22 734 78 88

KYOS CONTINUITY, IN A FEW WORDS

- › Guaranteed intervention
- › Activity reports

CONTACT US

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