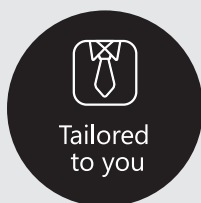




■ ■ What is Concierge™?

We understand that not all projects require full time consultants and subject matter experts that often require larger budgets or protracted CAPEX approvals. Concierge from Complexus is a flexible Managed Support Service that provides clients with cost-effective access to a pool of highly skilled Microsoft certified consultants via an SLA that aligns with your road map.

■ ■ Core features



Tailored to you



Flexible terms



Known costs



Ensures success

- Complexus has already provided managed support services to some of Southern Africa's largest organizations ranging in value from \$2000 to \$2m+
- We can provide onsite experts or remote help desk support to troubleshoot specific problems
- We can tailor to meet your specific needs and ways of working
- Costs are fixed for the period – so you know what budget you have allocated
- Every hour consumed is tracked and reported on a monthly basis

Complexus Concierge – A Managed Service on Your Terms

■ ■ How does it work?

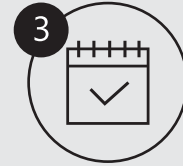
- Purchase blocks of Concierge time in advance e.g. 10 hours, 10 days, 10 months
- Fine tune your service level agreement SLA (standard or bespoke options available)
- Call out staff with minimal admin and within agreed support response criteria
- Draw down time as and when you need to with consumption reporting
- Choose to modify at any time, purchase more hours, roll existing hours over to new projects



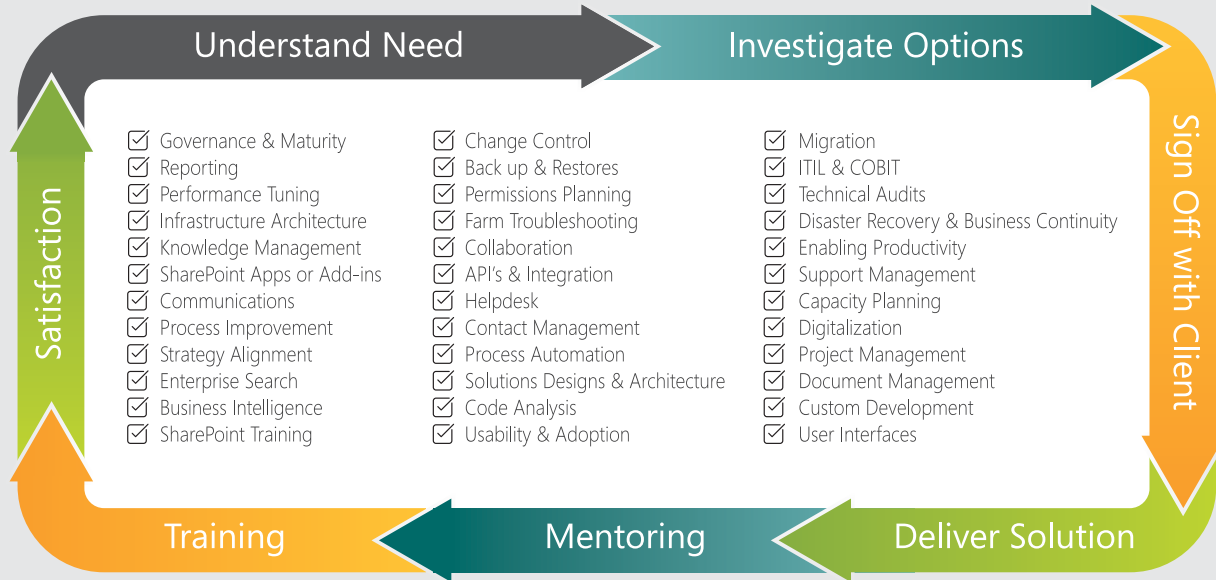
Incoming Client Request



Qualify problem



Book a consultant



"The commitment from the Complexus team was a major contribution to the successful delivery and key milestones reached on this project."



"We have no hesitation in recommending Complexus for their expertise, passion and project execution on all fronts from management to operations."

Six reasons to use Complexus Concierge

- **Clients like us** - We achieved 100% Satisfaction & 100% Recommendation in Microsoft TNS Client survey
- **Known costs** - Allows you to allocate fix spend from Opex for life of contract
- **Minimizes admin** - Call out of staff against agreed SLA criteria, no ad-hoc purchase orders
- **Saves you money** - Consulting rates are reduced the more you purchase
- **Track your spend** - Regular reports offer "drum beat" to track spend & delivery goals
- **Fosters confidence** - We help you progress towards desired business outcomes & benefits realization

Contact us to learn more & book a free trial today

Tel: +27 (0) 21 409 7086 Email: enquiries@complexus.co.za www.complexus.co.za



Helping the Enterprise do more with SharePoint