

We offer support –
round-the-clock!

Support
365 days
a year!



Phone support

As a server customer you get round-the-clock assistance via our hotlines provided by our competent and knowledgeable support team.

E-Mail support

Our e-mail support team is happy to help you in case of problems. Our support team is glad to take your requests and treats them in the stipulated response times. E-mail support is available to all our customers.

On demand support

Our on demand support offers you the possibility to fix server failures quickly even outside office hours without concluding a System-Management contract. As a server customer, you can open a request (on demand) at any time.

- CHF 190.– per hour (Monday to Friday, 9 a.m. to 5 p.m.)
- CHF 290.– per hour (Monday to Friday, 5 p.m. to 9 a.m., as well as on Saturdays and Sundays)*

System Management Support

Our Managed Services are aimed at all customer who want to benefit from a supplementary guaranteed support level. Each System Management agreement applies to a customer, not a server.



Our System Management options give you the possibility to transfer, according to your needs, part of or the entire administration of your services to our experienced technicians. This encompasses, besides regular maintenance work (installation and configuration of software, the execution of data backups, etc.), the surveillance of the services and interventions in case of emergencies.

* If an on-demand order is to be treated within an hour, CHF 190.– (during office hours) or CHF 290.– (outside office hours) will be charged additionally

Server Hosting

«We attach the greatest importance to your satisfaction.
If you have questions or problems, we won't let you down.»

If you don't know exactly which support offer suits your needs best, let us advise you.
We're pleased to answer your questions.

To contact us:
sales@genotec.ch or Tel. +41 (0)848 321 123

Our offer				
	Level 1	Level 2	Level 3	Level 4
Price per month (excl. VAT)	CHF 150.-	CHF 350.-	CHF 1500.-	CHF 2500.-
Availability	on weekdays	on weekdays	24/7	24/7
Response time	8 hours	4 hours	2 hours	1 hour
Monitoring included	yes	yes	yes	yes
Intervention	on request	on request	automatically	automatically
Price per hour	CHF 190.-	CHF 170.-	CHF 160.-	CHF 150.-
Hours included	2	4	6	8
Minimum lease	3 months	3 months	3 months	3 months

	Hotline	Erreichbarkeit
Support hotline for customers without System Management agreement	0848 321 123 (local)	while opening hours
Priority support (only with Management Level 1-4)	0848 321 123 (local)	while opening hours
Support hotline, including emergency standby support on request*	0900 467 846 (CHF 3.13/min)	while opening hours

* If you call up our emergency standby service without having concluded a corresponding management contract, you will be charged at least CHF 290.-

About Genotec

Genotec AG is a Swiss company domiciled in Allschwil/BL and 100% self-owned. The Internet Service Provider was founded in 2001 and has an own computing center in Switzerland. Genotec is registered with BAKOM as provider and has been awarded the quality seal "Swiss Quality Hosting" by simsa.



2011 Preferred Partner



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