



Truis

Endpoint services

End user compute Price guide

Here at Truis, we offer a full range of endpoint services and support. From complimentary asset tracking to image loading and help desk, we want to ensure that you and your users have the best possible experience with your new endpoints.

End-user compute - Services

Service	SKU	Price (ex GST)
Hardware Build	SVCS-PSFP1220	\$ 40 / device
Image Load	SVCS-PSFP1200	\$ 40 / device
Hardware Build and Image Load Bundle	SVCS-PSFP1222	\$ 55 / device
Operating System Installation	SVCS-PSFP1223	\$ 105 / device
Asset Tagging	SVCS-PSFP1221	\$ 13.50 / device

End-user compute - Bundles

Service bundle	Features	SKU	Monthly cost (12 months)	Monthly cost (36 months)
Silver	<ul style="list-style-type: none"> • Hardware Build & Image Load • Asset Management (CMLive) • Anti-Virus • Patching Service • Remote Control • End of Life device removal & destruction* • Hardware and Software Auditing 	SVCS-MNGD1291	\$18 / device	\$16 / device
Gold	<ul style="list-style-type: none"> • Everything from Silver bundle • 24x7 Support Desk 	SVCS-MNGD1292	\$40 / device	\$38 / device
Fully managed	<ul style="list-style-type: none"> • Everything from Silver & Gold bundle • On-Site Installation • User Migration • Warranty Management 	SVCS-MNGD1293	Price on application (PoA)	Price on application (PoA)

End-user compute - Services

Service	Quantity	SKU	Price (ex GST)
HDD Destruction	1-100 Disks	SVCS-PSFP1210	\$ 18 / HDD
	101-250 Disks	SVCS-PSFP1211	\$ 14 / HDD
	251+ Disks	SVCS-PSFP1212	\$ 9 / HDD
LTO Media Destruction	1-100 Tapes	SVCS-PSFP1213	\$ 10 / Tape
	101+ Tapes	SVCS-PSFP1214	\$ 8 / Tape

Note: All prices on this document are in \$AUD, excluding GST & delivery

Terminology

SKU	Service
Hardware Build	Installation of multiple required hardware components into a single End User Compute device, including RAM, HDD, SSD, NIC cards and 3G/4G LTE cards. Device is then tested and repacked for shipment.
Image Load	Loading of customer supplied device image onto a single End User Compute device. Accepted image formats include: WIM, GHO, TIB, OCS, SPF and ISO images. Device is then tested and repacked for shipment.
Asset Management (CMLive)	Details of supplied assets are recorded into the CMLive asset management system including warranties, serial numbers, costs and Vendor details. (Additional option to include application of customer supplied asset tags to devices).
Anti-Virus	Installation and Management of Anti-Virus tools and Security components, Including Webroot Antivirus and Malwarebytes Anti-Malware Pro.
Patching Service	Automated deployment of relevant patches to End User devices. Patches are tested prior to deployment.
Remote Control	Installation of Remote Control features required for end user support and administration. Remote Control software includes LogMeIn Pro Remote Control.
End of Life Device Removal & Destruction	Removal of hard-drive from End-User device. Hard Drives are shredded at Truis facility, and remaining parts disposed of using environmentally friendly processes. End User device is retired from Asset Management (CMLive). Excludes packing, freight & delivery to Truis.
Hardware & Software Auditing	Regular reports are provided with details of devices that are being supported. Reports include hardware and software details.
Support Desk	Access to User Support Help Desk. The Help Desk delivers support for a wide range of End User devices and provides various on-demand services including software installations, Virus & Malware removal and assorted administrative tasks.
On-Site Installation	On-site installation of end user compute devices across Australia, New Zealand and the Pacific Islands. Includes verification of device operation and network connectivity test.
User Migration	Transfer of User Accounts, Files, Data and Settings from previous end user device to new end-user device.
Warranty Management	Centralised management of hardware warranty. Truis verify that required device warranties are in place for the life of the device. Warranty calls are handled by Truis Support Desk staff including co-ordination of parts replacement, on-site services and return-to-base processes.