



What is Access-Control-as-a-Service?

The iPulse Access-Control-as-a-Service (**ACaaS**) is a ground-breaking solution in that unlike many other similar advertised solutions, it offers a complete TCO (Total Cost of Ownership) solution with no hidden charges or fees.

What does the iPulse ACaaS figure include?

The monthly figure quoted includes the following hardware, services and costs:

- All hardware, software and services shown on the quote (*no cash outlay or deposit*)
- 36/48/60 months pricing options available to optimise your budget.
- An extended SWAP OUT warranty on ALL hardware supplied for the full contract duration, which includes the biometric devices, the locks, powers supplies, batteries and exit buttons
- All software licensing & hosting fees for the full contract duration
- All installation charges for the initial installation (*new installs*) or the swap out of readers over time (*existing installs*)
- All remote support for the full duration of the contract (*subject to a fair-use policy*)

Basically, everything it takes to install the access control solution and keep it working for the full contract duration!

What does the iPulse ACaaS figure EXclude?

The monthly figure quoted excludes only the following items:

- Physical call outs to site. There will be a charge of R850 (plus VAT) per call out should iPulse be called to site.

- Shipping costs for readers that are sent for swap out. All readers that fail on site are swapped out for working units (*bigger sites receive onsite spares for free*), and the damaged units are sent back to iPulse, who send back a replacement, working unit.

- Malicious or accidental damage to hardware, for example power surges or network problems.

That's it. Everything else is covered!

Why the iPulse ACaaS Solution is better than others

Unlike competitive offerings, the following key items are included in our **ACaaS** offering:

- **Installation fees and labour charges.** These are typically paid up front.
- **Extended warranty on ALL hardware, including non-biometric devices.** This is typically charged for as an optional extra at between 15% and 20% per annum per device.
- **Full Support SLA – including unlimited tickets, remote log-ins and support calls** (*fair-use policy applies*). This is normally charged for over and above the monthly fee.
- **Full Swap Out on Hardware.** This means that anything that breaks is **replaced** with no additional charges, even if the hardware is updated to a brand-new model at our cost. Very few competitors offer this.
- **Guaranteed Working Solution for Full Period.** This means we make the solution work, no matter what. Even if it means a full upgrade of the system at our cost.



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