

# Get access to dedicated IT support services at no additional cost

In today's business world, information technology (IT) has become a necessity in order to conduct business effectively. Any IT issues can therefore cause interruptions to the normal business operations. To help our clients avoid business interruptions, we offer them access to dedicated IT support services through our partner, AVeS Cyber Security, at no additional cost.



## IT support services benefit

Through a dedicated service provided by AVeS Cyber Security, all Discovery Business Insurance clients get access to IT support services. This provides you with expertise that help to resolve IT issues, so that you can get back to business quickly. You can get IT support services such as:

- Resolving connectivity issues
- Resetting passwords
- Mapping access to drives
- Resolving problems with logging in to workstations and laptops
- Resolving email platform issues where emails are not updating automatically or you are not able to send emails
- Adding printers and scanners
- Installing applications
- Assisting with server access
- Resolving PC performance issues
- Assisting with VPN configuration
- Other first-line support for everyday IT issues.

### IMPORTANT TO NOTE:

- You can access the IT services using any one of the following channels:
  - By calling AVeS Cyber Security on 010 020 8711
  - By sending an email to [discovery@aves.co.za](mailto:discovery@aves.co.za) and providing your company name, plan number and details of the required IT assistance.
  - Through the [AVeS Cyber Security website](#).
- The AVeS Cyber Security IT support desk will be available from 08:00 to 17:00 from Monday to Friday.
- The IT support services benefit is available to all Discovery Business Insurance clients at no additional cost.
- You do not need to have cyber cover to qualify for the IT support benefit. You automatically qualify if you have an active Discovery Business Insurance plan.