DANENET — TECHNOLOGY WITHIN REACH

THE FINE PRINT

Technology Support Services

- Technology and website planning & training
- Computer, server, and website support
- Network planning & maintenance

Our 2021 Rates & Policies

- Regular rate is $85/hr
- Prepaid bulk rate is $70/hr (5 hr minimum; hrs are good for one year from date of purchase)
- Agencies are billed for technician travel time to agency.
- 1 hour minimum on all service calls that require technician to travel; ½ hour minimum for phone, email, or virtual work. After that, technician time is billed in ¼ hr increments for remainder of service call.

DANEnet's regular business hours are M-F 8:00am-5:00pm. Technicians typically respond to service requests within 24hrs; however, service fulfillment may take up to 3 business days. Emergency tech services performed outside business hours may incur additional charges.

Free Consultation

New to DANEnet? Schedule a free one-hour consultation to learn what we can do to meet your technology needs. Call (608) 274-3107 or email info@danenet.org to make an appointment.

For example, we can...

- Function as IT departments for nonprofits
- Serve as back-up IT
- Design and support websites
- Connect nonprofits to the internet and build wireless networks
- Complete wiring and network design projects
- Implement technology plans that ensure data is secure and backed up
- Provide on-demand support for network and desktop problems
- Plan for software and hardware upgrades and consult on purchases
- Consult on capacity-building and ways to use technology to improve efficiency
- Transition agencies to VOIP
- Provide tech support for tracking attendance and data
- Assist in interviewing and hiring IT staff
- Review proposals and bids on technology work and purchases
- Assist with website hosting, domain name registration, and domain name servers
- Provide IT health checks
- Recommend tech practices, policies, and procedures that help agencies become more efficient and save money!

At this time we do not..

- Develop or implement social media strategies
- Design or develop databases
- Provide support to agencies who are not nonprofit

The Finer Print

- Signed annual contracts are required for all clients.
- Clients are billed monthly; payment is due within 30 days. Clients with past due balances over 90 days will be required to pay in full before additional technical support is provided.
- Monthly invoices are emailed and include technical work details, date, time at site, and travel time.
- Technicians are able to purchase hardware, software, devices, or services on behalf of clients and clients will be billed at cost on the next invoice.
- Each nonprofit client has a primary DANEnet technician and secondary technician. While work may be done by any of our technicians or consultants, clients should always directly contact their primary technician for service (not the DANEnet office).
- Nonprofits that refer a new nonprofit client receive one hour credit on their next invoice.