



Pure Connect S.L.

Premium Smart Home Management for Ibiza's Luxury Villas



Contents

ABOUT OUR COMPANY

OUR PACKAGES

**COMPREHENSIVE TECHNOLOGY
MANAGEMENT**

OUR SERVICE EXCELLENCE

PREMIUM ADD-ON SERVICES

THE PURE CONNECT ADVANTAGE

CONTACT US



About Our Company

YOUR PERSONAL TECHNOLOGY CONCIERGE

Experience our unparalleled smart home management with dedicated 24/7 service.

As your single point of contact, we handle every aspect of your villa's technical ecosystem, ensuring seamless operation of your property.

Comprehensive System Management of:

- Network Infrastructure & Backup Systems
- Home Automation Integration
- Audio-Visual Excellence
- Advanced Security Solutions
- Proactive Monitoring & Management
- Gaming Support

VIEW OUR PACKAGES



Essential Care

12-month rolling agreement

Designed for homeowners who require basic professional support during standard business hours.

Essential Care €100/month
Business Hours Support Monday to Friday 09:00-17:00
24-Hour Response Time
On-Site Support Within 48-Hours
Includes Call-Out Fee

Labour charged separately
No formal Service Level Agreement (SLA)
No backup connectivity or redundancy

Managed Care

12 or 24-month agreement

A managed support option offering faster response and proactive oversight.

Managed Care €150/month
Business Hours Support Monday to Friday 09:00-17:00
12-Hour Response Time
On-Site Support Within 24-Hours
Includes Call-Out Fee & Reduced Labour Rates

Annual system health check
Priority over non-subscribed clients
No guaranteed redundancy or automatic failover in the event of primary internet failure

Bespoke winter packages available upon request.



Total Care

24-month minimum agreement

Comprehensive protection for fully connected villas with regular use, guests, and remote access needs.

Premium Package €200/month
Extended Hours Support including weekends (09:00-21:00)
Same day Response
12-Hour On-Site Support
All Labour Included
Priority Scheduling
Annual Preventative Maintenance Included
10% Service Discount

Remote system monitoring
Guest support and troubleshooting
No dedicated backup internet line

Bespoke winter packages available upon request.



Ultimate Care

24 or 36 month agreement only

Our highest level of service, designed for luxury estates and homeowners who require guaranteed connectivity and rapid resolution. **Includes everything in Total Care, plus:**

Premium Package €300/month
24/7 Support and Monitoring
4-hour on-site Service Level Agreement
Dedicated Backup Internet Line
Automatic Failover Configuration
Guaranteed Connectivity SLA
Annual Optimisation and Performance Review
White Glove Incident Handling
20% Discount on Services and Upgrades

“Most homeowners are choosing the 24 or 36 month option because it removes risk completely and locks everything in long term, so it’s not something you have to think about again.”

Bespoke winter packages available upon request.



Clients Without a Monthly Subscription

For clients who prefer not to subscribe to a monthly plan, the following rates apply. Please note that all call-outs will be attended as soon as possible, but are not covered by a formal Service Level Agreement (SLA):

Call-out (Monday to Friday, 9:00–17:00): €100

Out of Hours Call out: €150

Hourly Rate (Minimum 2 Hours): €60 per hour



Comprehensive Technology Management

We provide round the clock oversight of your entire home's technology ecosystem:

Ⓟ NETWORK & POWER SYSTEMS

- Business grade network infrastructure management
- Supporting, advising and offering solutions
- Advanced battery backup solutions & surge protection management
- Managing and supporting WiFi & network coverage throughout your property

Ⓟ INTEGRATED HOME SYSTEMS

- Sophisticated home automation control
- Audio Visual support
- Security and surveillance integration
- Climate and lighting integration
- Irrigation system checks



Our Service Excellence

Ⓟ PROACTIVE MANAGEMENT

- 24/7 system monitoring and support
- Preventive issue detection and resolution
- Regular performance optimisation
- Scheduled system updates and upgrades
- Continuous alert monitoring

Ⓟ PERSONAL SERVICE COMMITMENT

- Dedicated home technology concierge
- Immediate point of contact for all technical needs
- Expert vendor management and coordination
- Rapid response protocols
- Privacy-first approach to service delivery

Ⓟ TECHNICAL EXPERTISE

- Multi-platform technology integration
- Custom automation programming
- System optimisation and enhancement
- Cross-vendor system compatibility
- Latest smart home innovation implementation



Premium Add-on Services

Ⓟ DESIGN & CONSULTATION

- Smart home design consultancy
- Technology upgrade planning
- Custom automations
- Energy efficiency optimisation
- Security system planning

Ⓟ ENHANCED SUPPORT OPTIONS

- Extended property coverage packages
- Personalised user training sessions
- Seasonal system preparation
- Guest support services
- Remote monitoring
- Troubleshooting & support



Pure Connect Advantage

(P) SEAMLESS INTEGRATION

- Harmonious operation across all systems
- Unified control interfaces
- Consistent performance across your property

(P) PROACTIVE CARE

- Continuous system monitoring
- Preventive maintenance
- Regular performance reviews

(P) EXPERT MANAGEMENT

- Comprehensive technical knowledge
- Ongoing system optimisation
- Regular technology updates

(P) PRIVACY & SECURITY

- Strict confidentiality protocols
- Advanced security measures
- Protected system access

(P) DEDICATED SUPPORT

- Personal service team
- Rapid response times
- Clear communication



Curious? Feel Free To Contact Us

WHATSAPP



+34 627 43 96 30

EMAIL



admin@pureconnect.co

Ready to elevate your villa's smart home experience?
Get in touch with us today to discuss your needs or to
customise a package tailored just for you.

