












 <b>[t:] 08450 345 005</b>		Bronze 	Silver 	Gold 
 <b>Call Response Time (Remote Access)</b> <i>This is the maximum time (in Hours) you will have to wait for us to respond to calls raised through our support system.</i>	4	2	1	
 <b>Call Response Time (On-Site)</b> <i>This is the maximum time (in Hours) you will have to wait for us to get an engineer on site.</i>	NBD	8	4	
 <b>24/7 Helpdesk Portal</b> <i>Gives you the ability to raise calls on-line or by email at any time and track progress as well as access to our knowledge base of common solutions.</i>	✓	✓	✓	
 <b>Site Audit &amp; Report</b> <i>A gap analysis of your existing technology infrastructure presented as a concise report.</i>	✓	✓	✓	
 <b>Project Management</b> <i>Certified Project Management Methods to ensure successful implementation.</i>	✓	✓	✓	
 <b>Guaranteed Access to Certified Engineers</b> <i>All our engineers are Microsoft and Cisco Certified.</i>	✓	✓	✓	
 <b>Hardware Warranty Administration</b> <i>We will ensure you have up to date information on the hardware warranty of your system. We will let you know when these are due for renewal.</i>	✓	✓	✓	
 <b>Basic Loan Equipment</b> <i>If you have a hardware failure we will loan you equipment until your original is repaired or replaced.</i>	✗	✓	✓	
 <b>System Monitoring</b> <i>We will configure your system to alert our support desk in the event of any warnings that occur</i>	✗	✗	✓	
 <b>Advanced Loan Equipment</b> <i>The same cover as basic loan equipment but includes phone systems and advanced routing requirement.</i>	✗	✗	✓	

... Remember, as well as support we can also provide the following.

-  *Off Site Data Backup*
-  *Extended Support Times*
-  *Telephony Systems*
-  *Microsoft Dynamics<sup>®</sup> CRM*
-  *Hosted Server Solutions*

All of the above services are subject to terms and conditions laid out in our service level agreement which will be agreed and signed prior to commencing the support contract.

2009 Preferred Partner



**Microsoft**  
GOLD CERTIFIED

Partner



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