Support portfolio

Recovery time objective

- < 1 h
- < 2 h
- < 4 h
- < 6 h

Premium Custom

Premium Plus

Premium

Standard Plus

Standard

REMOTE SUPPORT

Traffic/payload criticality
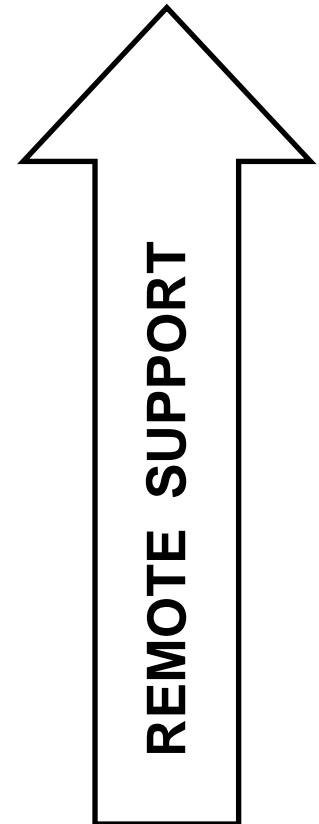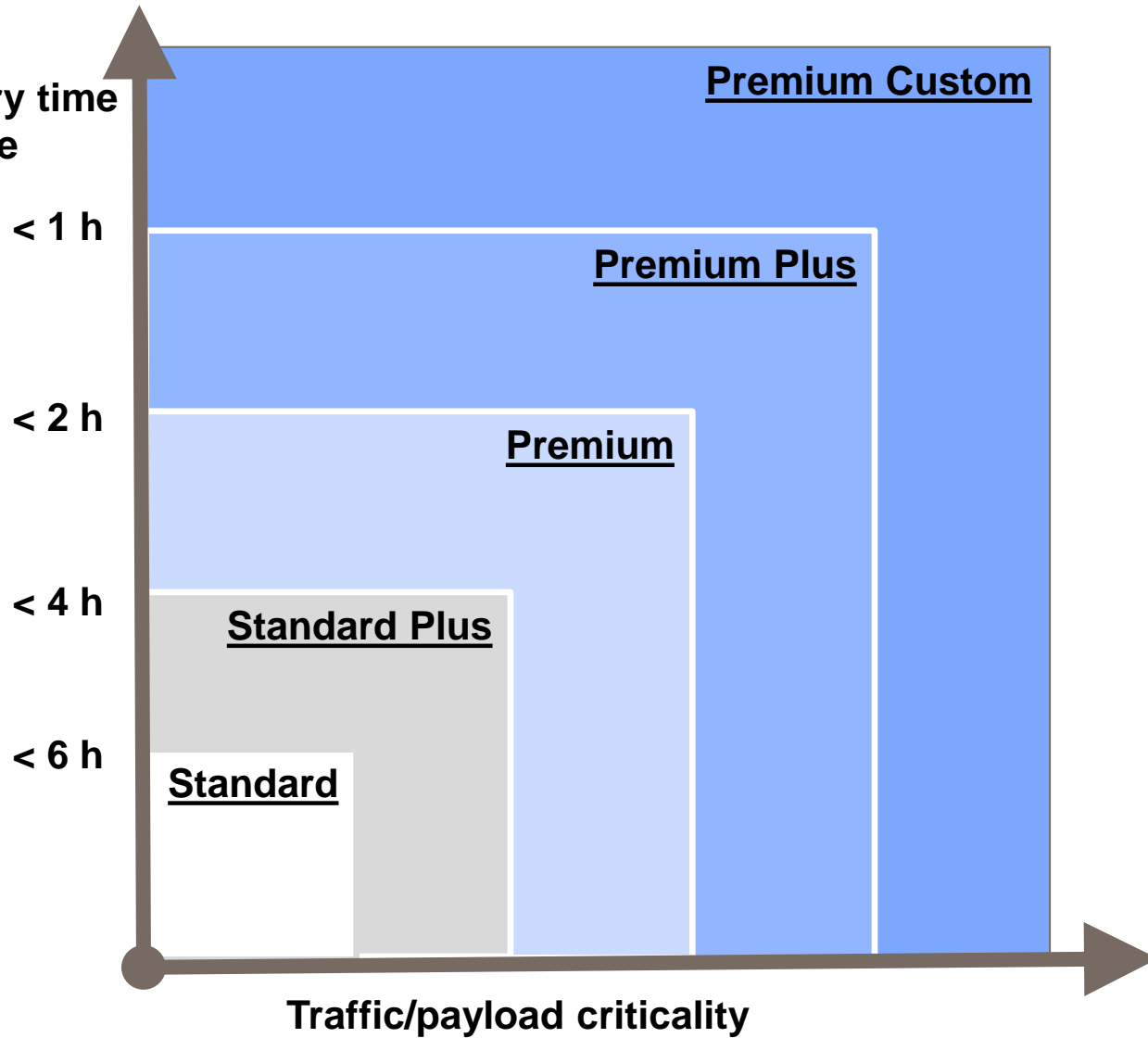
Why Premium or Premium+ support package?

PREMIUM and Premium+ support

- Reduces your **operational risk**
- Increases your **resilience**
- More means to **monitor**
- Reduces your TCO
- Faster response times

Premium service offering

Priority call handling

Interchangeable features

Management escalation

Business Continuity tests

Trouble shooting course

Monitoring Tools

Infrastructure Health Checks

Case reviews

Named **support contact**

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Premium Service for you.

Summary

With the **health-check, cases reviews** and the **interchangeable components** we can give advice on how to improve and optimize your infrastructure, help you to implement the corrective actions (consultancy as an interchangeable component); help to improve your knowledge.

The **troubleshooting training** will help you to educate your Engineers.

Problem resolution will be faster through **direct escalation** to the technical team and a **management involvement**

The **On-line Services** will help you to monitor and manage your day to day operations

All these ultimately will lead to;
• a more resilient and healthy system
• less cases / incidents
• faster problem resolution with less impact to YOUR customers and YOUR business
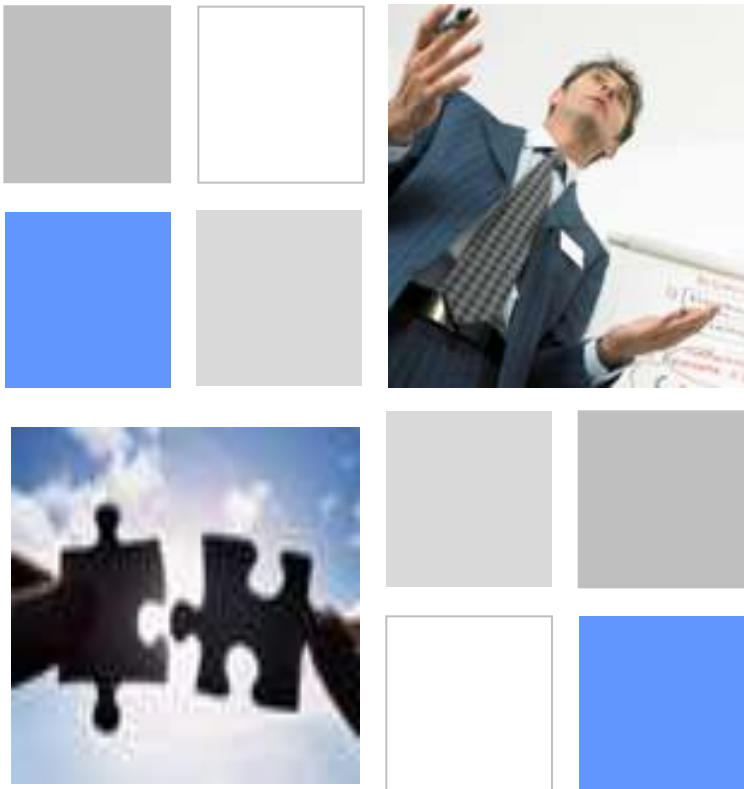• lower cost

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PREMIUM Support - features

Reactive Premium features

- Priority call handling
- Escalation to management
- Named support contact

Proactive Premium features

- Case reviews
- Health checks
- Trouble shooting course
- Business Continuity rehearsals
- Online Monitoring tool

PREMIUM PLUS – features

Reactive Premium Plus features

- Dedicated expert team
- Infrastructure awareness
- Command centre attention
- Integrated escalation levels
- Onsite emergency support

Proactive Premium Plus features

- Infrastructure monitoring & call out
- Case reviews (incl. monitoring cases)
- Health check findings follow-up
- Planning and coordination
- Migration Service Manager
- Incident SMS notification
- Online Monitoring tool

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