

Support Package Options



	Essential	Standard	Premium
Remote Help Desk Support	Unlimited	Unlimited	Unlimited
Remote Help Desk Support Hours	Monday to Friday 08.00 – 18:00	Monday to Friday 08.00 – 18:00	Monday to Friday 08.00 – 18:00
On Site Escalation for Help Desk Support	Unlimited	Unlimited	Unlimited
On Site Escalation Hours	09:00 – 17:00	09:00 – 17:00	09:00 – 17:00
Help Desk Response Times	As per standard SLA	As per standard SLA	As per Premium Plus SLA
VIP Support Users	0	2	2
VIP Response Times	n/a	As per VIP SLA	As per VIP SLA
Small changes	Not Included	Not Included	Included
User administrations & Micro changes	Not Included	Included	Included
Technical consultancy	Not Included	Not Included	Included
Dedicated Account Manager	2 x remote meeting PA	4 x remote or onsite meetings PA	4 x onsite meetings PA
Server monitoring & remote maintenance	Monday to Friday 09.00 – 17:30	24/7	24/7
Standard break-fix support on network	Included	Included	Included
Network monitoring	Not Included	Included	Included
Enhanced Network monitoring & remote maintenance	Not Included	Not Included	Included

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