

# Gold Support

This option is designed for customers who require occasional remote support with the option of calling an on-site engineer if required. (On-site engineering is chargeable under a gold support contract, but at a much lower rate than if you had no contract at all. Ask for further details.)

- One central point of contact for all IT services
- 24/7 support contracts available (includes all public holidays)
- Main helpdesk support Monday to Friday 8am – 6pm

## Gold Server Support

- Remote monitoring of all server resources and key services
- Remote monitoring of backups
- All operating system updates
- Escalation to on-site engineering visit (additional charge would be incurred)
- Guaranteed on-site response times (4 hour / 8 Hour)
- Guaranteed remote support response time (2 hour)
- Single point of contact for all IT problems (we will manage all your 3<sup>rd</sup> party IT providers)
- Monitoring of Anti-Virus software – ensuring your systems are always protected

## Gold Desktop Support

- All operating system updates
- Printer support
- Escalation to on-site engineering visit (additional charge would be incurred)
- Guaranteed on-site response times (4 hour / 8 Hour)
- Guaranteed remote support response time (2 hour)
- Single point of contact for all IT problems (we will manage all your 3<sup>rd</sup> party IT providers)
- Monitoring of Anti-Virus software – ensuring your systems are always protected