

# Platinum Support

This option is designed for customers who would like the benefit of a fixed annual IT support cost.

The key feature of our platinum support contract is that there are no hidden costs.

- Fixed annual IT support cost
- 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

## Platinum 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 (at no additional cost)
- 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

## Platinum Desktop Support

- All operating system updates
- Printer support
- Escalation to on-site engineering visit (at no additional cost)
- 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