

# PRE-PAID SUPPORT

Prepaid Support can be purchased on a variety of plans to suit your business. The support hours are deducted by Elevate when work is performed and tickets are closed. A breakdown of hour usage and tickets can be requested if necessary. Pre-Paid Support does not expire.

HOURS	PRICE
<b>10 Hours</b>	<b>\$990</b> ex GST
<b>25 Hours</b>	<b>\$2337</b> ex GST
<b>50 Hours</b>	<b>\$4400</b> ex GST

# SERVICES & SLA TIME FRAMES

Elevate will provide at a minimum the following services and SLA time frames:



## RESPONSE TIME

- Maximum *1 hour* response on **server related** outages
- Maximum *2 hour* response on **priority workstation** related outages
- Maximum *4 hour* response on **priority issues**



## MONITORING

Monitoring of all current support and warranty agreements for IT assets



## DIRECT LIAISON

Direct liaison with your software and hardware suppliers



## INTEGRATION

Complete integration into our asset management database



## DOCUMENTATION

Documentation of all hardware and software



## EMERGENCY SERVICE

Emergency Service available anytime 24/7. *Public holiday call outs will incur a 20% surcharge of time. You will not be charged for any other overtime*



## ACCESS

Access to director and technician mobile numbers



## PROACTIVE SERVER MAINTENANCE:

- Review system backup process and disks
- Review and install critical Windows and security updates
- Review hardware alarms / system logs for errors
- Review capacity of hard disk drives, available space and trends
- Review server utilisation of hardware – RAM / CPU / Network
- Review 3rd party applications for vulnerabilities
- Review firewall status and open ports
- Review Antivirus Protection and run manual scans



## PROACTIVE WORKSTATION MAINTENANCE:

- Review and install critical Windows and security updates
- Review hardware alarms / system logs for errors
- Review capacity of hard disk drives, available space and trends
- Review server utilisation of hardware – RAM / CPU / Network
- Review Antivirus Protection and run manual scans