



TECHNICAL SUPPORT & SYSTEMS LTD

TSS SUPPORT PLANS

Service	Bronze	Silver	Gold	Platinum
Telephone/Remote Support	Unlimited	Unlimited	Unlimited	Unlimited
On-Site Support	Chargeable	Chargeable	Unlimited	Unlimited
Installation/Configuration Work (Remote/On-Site)	Chargeable	Chargeable	Chargeable	Unlimited
Remote Response to Logged Calls	2 Hour	1 Hour	1 Hour	1 Hour
On-Site Response to Critical Calls	8 Hour	4 Hour	4 Hour	4 Hour
On-Site Response to Standard Calls	16 Hour	8 Hour	8 Hour	8 Hour
Server Support (Windows, Exchange, SQL, Active Directory)				
Desktop Support (PC, Laptop, Printers)				
Network Support (LAN, WAN, Router, Firewall, Switches)				
Liaise with Third Party IT Suppliers	Chargeable			
IT Strategy Meetings	Annual	Quarterly	Quarterly	Monthly
Dedicated Account Manager				
Dedicated Engineers				
Network Integrity Checks	Monthly	Daily	Daily	Daily
Server Administration (add/delete users/emails)				
No Call Out Charges				
Preferential Engineer Hourly Rate				