

[TOTAL SUPPORT]



Plan A - Total Support

Recommended for corporates with mission critical SharePoint Platform

Onsite + Remote Support
Support for 365 days, 24/7 hours
Full time onsite certified engineer (40 hours a week)
Remote support for off-hours or global operations
Dedicated toll free number
Ticteking system to track progress

Includes

- + All ad-hoc support
- + Patching
- + Help with business scenarios
- + Security assessments
- + Annual contracts only (please email for detailed scope)
- + 1 hour SLA for off-hours support calls



Plan B - Ad-hoc Support

Onsite + Remote Support
Support for 365 days, 24/7 hours
Remote support for off-hours or global operations
Dedicated toll free number
Ticteking system to track progress

Includes

- + All ad-hoc support
- + Patching
- + Help with business scenarios
- + Security assessments
- + Annual contracts only (please email for detailed scope)
- + 1 hour SLA for off-hours support calls