



Support Programs

Professional Services Group

Technical Support

Service Programs

- 24hr. Help Desk.
- Nine years average UNIX & NT experience.
- Multi-vendor expertise in Sun O/S, Solaris, HP-UX and IRIX.
- Certified in High Availability design/SAN, implementation and support.

- Providing on-site and custom maintenance programs to customers for over 18 years.
- Automated Web and e-mail based request for quotation, quote generation and call logging.
- Consolidated, multivendor Service Agreements.
- Single point of contact for all hardware and software maintenance agreements.
- Advance Parts Exchange and Self-Maintenance contracts available for non-critical systems with substantial cost savings.

Support Features	Advanced Exchange	Advantage	Advantage Plus	Premium	Premium Plus
Software Support	Yes	Yes	Yes	Yes	Yes
Hardware Support	Yes	Yes	Yes	Yes	Yes
Phone Technical Support	Weekdays 8am-5pm	Weekdays 8am-5pm	Weekdays 8am-5pm	24 x 7	24 x 7
Parts Exchange Labor	Self removal/replace	Ostari Engineer	Ostari Engineer	Ostari Engineer	Ostari Engineer
Call back Resp. Time	Within 4 hours	Within 4 hours	*Within 4 hours	Within 4 hours	*Within 2 hours
Parts Exchange Time	Within 48 hours	N/A	N/A	N/A	N/A
Onsite Response Time	N/A	Next Day	*Within 4 hours	Within 4 hours	*Within 4 hours
Support Geography Limit	U.S. Only	100 miles	100 miles	100 miles	100 miles
*Critical Care	N/A	N/A	N/A	N/A	Yes
*Critical Care Call Back	N/A	N/A	*Within 2 hours	N/A	*Within 2 hours
*Critical Care Onsite Response	N/A	N/A	*Within 2 hours	N/A	*Within 2 hours
*See Terms & Conditions					

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