



## Your Support Solution

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Scientel Solutions is pleased to offer three levels of Post-Installation Support. Each package is supported by our employees to ensure the same level of quality we demand from our installation teams. Whether you require a Basic Support package or a robust outsourced solution, we offer a package to meet your support needs.

### **BASIC**

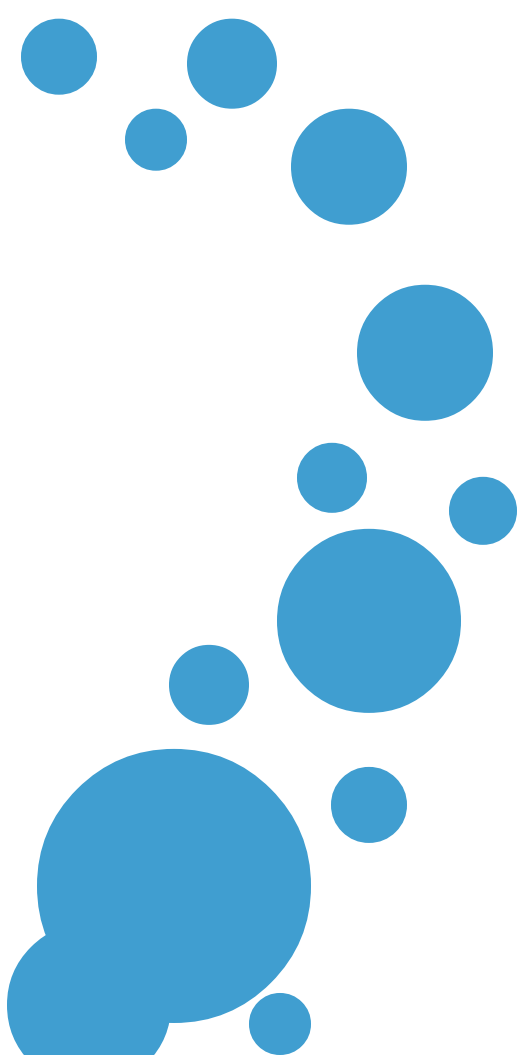
Our Basic Support package offers necessary services and warranties for fully staffed I.T. operations capable of handling most issues. Any issues within 90 days of post-installation are included in our installation warranty and all manufacturers' warranties will be automatically applied for you.

### **INTERMEDIATE**

Intermediate Support includes all services offered to Basic Support subscribers with additional assistance. Our expert technicians will include and train your technicians in troubleshooting in the intricacies of the new technology.

### **ADVANCED**

Scientel Solutions is pleased to offer a true turn-key solution with our Advanced Support package for customers with 24 x 7 x 365 requirements looking to outsource their I.T. maintenance and support.



# Support Packages

All packages can be customized to best suit your organization's needs. Pricing on custom support packages are negotiable based on services provided. All fees are annual charges.

	BASIC 5%*	INTERMEDIATE 10%*	ADVANCED 20%*
Standard Hardware Protection	✓	✓	✓
24/7 Phone Support	✓	✓	✓
Issue Tracking and Root Issue Analysis	✓	✓	✓
Post-Installation 90 Day Warranty	✓	✓	✓
Dispatch T & M	✓		
Monitoring with Custom Alarms		✓	✓
Quarterly Reporting		✓	✓
Dispatch - Next Business Day		✓	✓
Advanced Replacement			✓
Preventative Maintenance			✓
Monthly Reporting			✓
4-Hour Dispatch			✓

\*Total cost is a percentage of your total installation budget.