



MANAGED SERVICE

Computing Business Solutions

What do I get with my service level?

Support (Faults & Problem Solving)	Silver	Gold	Platinum	3rd Line
Telephone helpdesk (Unlimited)	✓	✓	✓	✓
Remote diagnostics & repair (Unlimited)	✓	✓	✓	✓
On site support engineer (Unlimited)	25%	✓	✓	25%
On site systems engineer (Unlimited)	25%	✓	✓	25%
On site systems consultant	25%	✓	✓	25%
Response Times (Hours)	Silver	Gold	Platinum	3rd Line
Telephone helpdesk (Unlimited)	1	1	1	1
Remote diagnostics & repair	4	1	1	1
On site support engineer	8	4	4	4
On site systems engineer	8	4	4	4
On site systems consultant	-	8	8	8
Services and Additional Work	Silver	Gold	Platinum	3rd Line
Support engineer services	25%	25%	✓	25%
Systems engineer services	25%	25%	✓	25%
Systems consultant services	x	25%	✓	25%
Installation of new systems (on-site)	25%	25%	✓	x
Installation of new systems (remotely)	✓	✓	✓	x
Configuration of systems for new devices eg printer (onsite)	x	✓	✓	x
Configuration of systems for new devices eg printer (remotely)	✓	✓	✓	✓
Reinstallation of existing applications (on-site)	x	x	✓	x
Reinstallation of existing applications (remotely)	x	✓	✓	x
Installation of new applications (on-site)	x	25%	✓	x
Installation of new applications (remotely)	x	✓	✓	x
Daily monitoring of backups	✓	✓	✓	✓
Basic end user instruction specific task eg "How do I..."	✓	✓	✓	x
Weekly fault report	✓	✓	✓	✓
Virus warnings via email	✓	✓	✓	✓
Quarterly Service Review Meeting	x	✓	✓	x
Typical Examples	Silver	Gold	Platinum	3rd Line
Setting up a new user on an existing system remotely	x	✓	✓	x
Reinstallation of PC following hardware failure	x	✓	✓	x
Hardware failure (Labour only)	x	x	✓	x
Installing a new server	x	x	x	x
Installing a new hub, router, firewall, PC	x	x	✓	x
Email fault, fixable remotely or via telephone assistance	✓	✓	✓	✓
Email fault requiring site visit	x	✓	✓	x
Repair broken LAN cables	x	x	x	x
Cabling	x	x	x	x
On site home support (Up to 3 Pc's)	x	x	✓	x

% = discount off Techies standard rates.
Please note many individual options available on higher levels of service can be added to lower services if required.

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