

TAKE
IT →
EASY
WITH



ONGOING CLOUD SUPPORT PLANS

You can always rely on our steadfast assistance for your IT environment. Rest assured, we've got you fully covered, as we address any concerns about the support for your systems.



BRONZE LEVEL

Ensures fundamental service standards, giving businesses a solid foundation to rely on for their essential needs.

Support hours: 5 p/m

Roll over: No

Quarterly Health Check: No



SILVER LEVEL

Experience reliable service and a solid performance. We deliver a perfect blend of reliability and efficiency.

Support hours: 10 p/m

Roll over: No

Quarterly Health Check: No



GOLD LEVEL

This service offers robust guarantees and proactive support, ensuring your needs are securely met.

Support hours: 15 p/m

Roll over: Yes, 3 months

Quarterly Health Check: Yes



PLATINUM LEVEL

Our highest level of service goes beyond expectations, with unparalleled commitment and top tier performance.

Support hours: 20 p/m

Roll over: Yes, 3 months

Quarterly Health Check: Yes

MAXIMUM RESPONSE TIMES

SEVERITY	RESPONSE HRS	SEVERITY	RESPONSE HRS	SEVERITY	RESPONSE HRS	SEVERITY	RESPONSE HRS
Critical	6	Critical	4	Critical	2	Critical	1
High	6	High	4	High	2	High	1
Medium	12	Medium	8	Medium	6	Medium	4
Low	24	Low	24	Low	24	Low	12

OUR PROMISE AS YOUR IT PARTNER

We aim to add value to your business through our Cloud solutions, implementing IT solutions, and providing support for your IT challenges. Your team will receive assistance to help you achieve your business goals.



CONTACT US TODAY TO LEARN MORE!

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Terms and Conditions apply