

Award Technology Ltd - Support Matrix 2011:

Feature:	Package:		
	Bronze	Silver	Gold
Unlimited one to one telephone helpdesk support (Monday to Friday 09.00 - 17.30):	Included	Included	Included
Unlimited remote support and configuration (Monday to Friday 09.00 - 17.30):	Included	Included	Included
Unlimited one to one telephone helpdesk support - Weekends & Bank Holidays 09.00 - 17.30:	Included	Not Included	Not Included
Unlimited one to one telephone helpdesk support - Weekends & Bank Holidays 17.30 - 09.00:	Not Included	Not Included	Not Included
Servers proactively monitored 24 hours a day 7 days a week:	Included	Included	Included
Regular routine pro-active workstation maintenance (carried out after hours):	Included	Included	Included
Free Engineer calls to site (Monday to Friday 09.00 - 17.30):	**4 per month	**2 per month	*1 per month
Free onsite Network Engineer call outs -(Monday to Friday 17.30 - 09.00):	**2 per annum	**1 per annum	Not Included
Free onsite Network Engineer call outs (Weekends & Bank Holidays 09.00 - 17.30):	**1 per annum	Not Included	Not Included
Free onsite Network Engineer call outs (Weekends & Bank Holidays 17.30 - 09.00):	Not Included	Not Included	Not Included

We pride ourselves on being possibly the only Network Support Provider that visits all our clients every month free of charge!
 Our Support packages are based on our current client's needs and requirements, although we remain completely flexible in our approach.
 If your needs include anything not listed above, please contact us so that we may tailor a package that is right for you.

* maximum 1 hour after which normal rates apply

** maximum 2 hours per visit after which normal rates apply