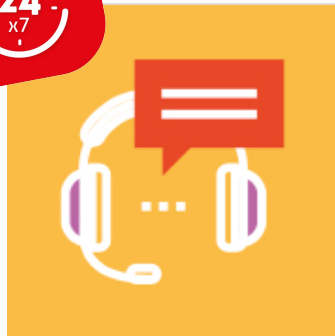


ITIL Service Desk

Maintain efficient & reliable operations 24x7 with a single point of contact



	BRONZE	PLATINUM	DIAMOND
	<p>Contact</p> <p>Support</p>	<p>Monitor</p> <p>Support</p> <p>Manage</p>	<p>Monitor</p> <p>Alert</p> <p>Manage</p> <p>Onsite</p>
ITIL Service Desk	Central contact point to log calls & request resource	Central contact point to log calls & request resource	Central contact point to log calls & request resource
Remote Support	Remote support via telephone	Remote support via VPN, remote desktop & via telephone. This does not include any resolution SLAs	Remote support via VPN, remote desktop & via telephone. This does not include any resolution SLAs
Telephone Support Calls	Limited to 7 Calls per year, then chargeable per call thereafter	Limited to 15 Calls per year, then chargeable per call thereafter	Unlimited
24 x 7 Monitoring & Alerting		24 x 7 monitoring, alerting & logging solution with web portal access, monitoring up to 15 operating system instances included. This is not pro-active monitoring. Monitoring more than 15 operating system instances is available at an additional cost**	24 x 7 Pro-active monitoring, alerting & logging service to monitor client systems & action alerts between contracted hours - monitoring up to 25 operating system instances included. Monitoring more than 25 operating system instances is available at an additional cost**
Account Reviews		Statistical report produced monthly & e-mailed to the customer or downloaded from the customer portal	Monthly reports provided & a meeting with the Service Delivery Manager via telephone to review performance with 4 on site visits each year
House Keeping			Daily review of key systems & general housekeeping carried out remotely
Onsite Support	Charged at standard day rate with no SLA	Charged at standard day rate with no SLA	On site support when required under an SLA at 20% less than the normal day rate
Custom Service Levels			Service Levels to meet customer expectations
3rd Party Management			Celerity manages 3rd party agreements & contracts on behalf of the client