

SERVICES	BASIC SUPPORT	ADVANCE SUPPORT	BUSINESS CRITICAL	MISSION CRITICAL
Account planning, management and reviews				✓
Account support engineer				✓
System check				✓
System monitoring			✓	✓
Call to repair time			5 days	6 hrs
Functionality restore			1 day	6 hrs
On site SW support coverage		8x5	24x7	24x7
On site SW support response		NBD	8 hrs	4 hrs
Customer defined priority		✓	✓	✓
Help in system admin		✓	✓	✓
Help in SW installations	✓	✓	✓	✓
Upgrade and patch delivery	✓	✓	✓	✓
Online & telephone technical support	✓	✓	✓	✓
Escalation procedures	✓	✓	✓	✓
Availability of spare parts	Standard (~ 5 days)	Hot Line Standard	Local stock Hot Line	Local stock
On site HW support	✓	✓	✓	✓
On site service response	NBD	8 hrs	4 hrs	2 hrs
On site service coverage	8x5	24x7	24x7	24x7