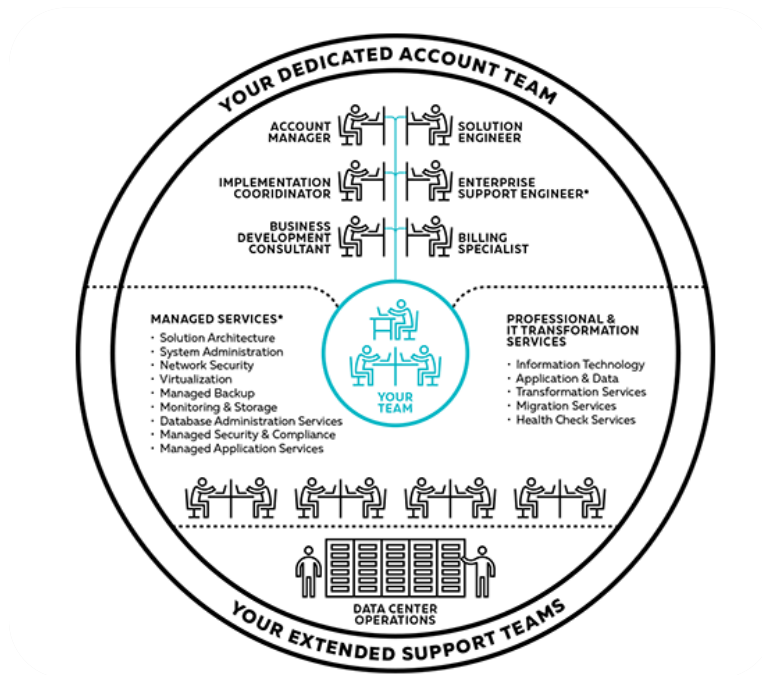


Compare Our Service Levels

Since different businesses have different support needs, we offer you three service levels to choose from with our solutions. To see a detailed comparison of these three service levels or learn more about our Critical Application Services with an SLA, call or send us an email.






Compare Our Service Levels

	Basic	Gold	Platinum	Promo - Solutions
Resolution Time Frame	30 mins - 2days	30 mins - 12hrs	20 mins - 3hrs	30 mins - 5hrs
24/7/365 Technical Support	Included	Included	Included	Included
Fully Managed Network Infrastructure	Included	Included	Included	
Fully Managed Hardware	Included	Included	Included	Included
Technicians on-site 24/7/365	Included	Included	Included	
System Level Health Monitoring and Graphing 24/7/365	Not Included	Included	Included	
System Level Monitoring Alerts & Notifications 24/7/365	Included	Included	Included	Included
99.9% uptime SLA on these items	Included	Included	Included	
100% uptime SLA on these items	Not Included	Not Included	Included	
Installation and Full Support of Core Software Package	Not Included	Included	Included	
Core Operating System Updates & patches	Not Included	Included	Included	
Security Enhancements	Not Included	Included	Included	
Full Web Server Support including Apache (Linux)	Not Included	Included	Included	
30 Minute Initial Response Time Guarantee	Not Included	Included	Included	
59 Second Phone/Chat Initial Response Time Guarantee	Not Included	Included	Included	
Proactive Response & Restoration of Monitoring Events	Not Included	Not Included	Included	
Virus and Spam Protection	Not Included	Not Included	Included	
Free External Migrations*	Not Included	Not Included	Included	
Best Effort Third Party Application Support	Not Included	Not Included	Included	
VALUE ADDED -				
Hardware Part-Replacement			Included	Included
Automatic system Upgrades			Included	Included

Know that no matter which service level you choose, you'll always have 24/7/365 access to a dedicated team — a team that will listen to your needs and then build you a best-fit solution,

dedicated, at your location, or on the cloud of your choice. From architecting, migrating, securing and operating your solution, to ongoing optimization, your team is here to help you achieve tangible business results.

Behind the scenes, we work around the clock, to deliver reliability and uptime to your business every day.

 <p>Focus On Your Customers, Not Your Infrastructure 100% production platform uptime guarantee and a 2x service level credit.</p>	 <p>We Proactively Manage Performance and Utilization Extensive performance monitoring and on-going guidance.</p>	 <p>Leverage Our Team of Application Support Engineers Provides a higher ROI than building your own team or frees up your resources.</p>
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100% Production Platform Uptime Guarantee

Our Critical Application Services (CAS) includes infrastructure support for the overall environment, and extensive application expertise for your custom applications.



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