



SERVICE LEVEL AGREEMENT

SLAs: Save Your Budget, Outsource Monthly IT Needs

A Service Level Agreement is a monthly support contract between PlanetMagpie and your business, reserving a set number of support hours each month. SLAs are intended for proactive support to minimize the possibility of future IT failures and provide day-to-day help desk support. SLAs are a great way for companies to reduce their IT costs without losing out on support quality.

FEATURES

- » Microsoft-Certified Engineers perform all support. Benefit from their broad experience in IT environments throughout the Bay Area.
- » No restrictions on the types of IT services performed. Support is handled on-site, by phone/email, or remotely.
- » SLA hours are initially estimated on the number of servers and workstations, as well as the technical proficiency of your end users. Contract hours are easily adjusted to your needs after a short start-up period.
- » Supplement your existing IT staff where needed, or bring in PlanetMagpie to manage all your IT functions.
- » 24/7 support contracts are available for companies that require round-the-clock IT readiness.
- » Online Support Ticketing System for support requests and tracking, or call in your support request and speak to a live person!

BENEFITS

- » **Reduce Employee Costs**
No overtime, no benefit costs. Full network support for a fraction of the cost of a full-time network engineer.
- » **Support As-Needed**
Make regular maintenance appointments, or use SLA hours for on-call IT support. Or both!
- » **You're the Priority**
SLAs guarantee that PlanetMagpie engineers will be available for the hours you require.
- » **Employee Productivity**
Long-term support relationships lead to shorter service intervals and less downtime.
- » **Reduced Additional Support Cost**
The more hours needed, the more competitive your SLA rate.

SERVICE EXAMPLES

- » Server/Network Management
- » IT Hardware Maintenance, Upgrades
- » Security: Firewall Configuration, Antivirus & Spyware Removal, Security Patches
- » Software Help:
 - Installation/Configuration
 - Upgrades/Patches
 - Data Transfer/Conversion
- » Training: Hardware, Software, Networks
- » Requirements Analyses
- » Preventative Maintenance for End-Users
- » Warranty Support
- » Hosted IT Services Installation, Updates
- » Backup Maintenance

Don't see a service you want?
Customized Service Lists are available for all SLAs.

FOR MORE INFORMATION:

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