



**On the Crest of Technology**

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## Clear Wave I.T Professional Services

# Gold Technical Support

### Efficient, cost-effective managed support

- Unlimited support incidents
- Response times as short as two business hours\*
- Access to a team of technical support engineers
- Monthly customer activity reports
- Hardware and system health checks
- Full IT Risk Assessment and IT audit

**Gold Support** is a cost-effective and flexible technical support solution offered to those business that require out-sourced technical support on hardware and software that ultimately maintain the company network

This program offers unlimited incidents, monthly activity reports and access to technical staff.

Our technical support staff respond to your technical issues quickly and efficiently, using expert knowledge built up over many years of practical experience or consulting with the 3rd party engineers.

As a Gold Support customer, you will receive the following services:

#### Access to the support you need

- Priority handling of technical issues
- Unlimited support incidents submitted by e-mail or telephone
- Quarterly customer activity reports

#### Preventative Maintenance

- Planned site visits for hardware healthchecks
- Reports with recommendations

#### Support in key areas

- Access to Microsoft Engineers
- Specialised Vendor Support

#### Quick, dependable response time

Silver Support provides timely response to issues submitted by e-mail or phone during operational hours, Monday to Friday, 9:00 am to 5:30 pm GMT

Response time targets are as follows:

- **Priority 1:** Server down or connectivity issues  
Response time: two business hours\*
- **Priority 2:** Performance problem with non-critical software or hardware  
Response time: One business day\*
- **Priority 3:** All other questions  
Response time: Two business days\*

Clear Wave I.T.

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