



**On the Crest of Technology**

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## Clear Wave I.T Professional Services

# Silver Technical Support

### **Efficient, cost-effective support**

- Unlimited support incidents
- Response times as short as four business hours\*\*
- Access to a team of technical support engineers
- Monthly customer activity reports

**Silver Support\*** is a cost-effective and flexible technical support solution offered to all business that require out-sourced technical support on hardware and software.

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 Silver 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

#### **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: Four 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\*\*

\* Silver Support is based on 10 hours support time purchase in advance

\*\* Response time targets are based on normal hours of operation. Clear Wave I.T. does not commit to specific response times for issue resolution.