

Nouveau Solutions Support Matrix

Nouveau Solutions Support Matrix	Bronze	Silver	Gold
Helpdesk Case Logging and Management via Web Portal & Email	√		
Help Desk Case Logging and Management via Web Portal & Phone		√	√
Remote Server Operating System support & diagnostics	√		
Remote Desktop Support	√		
Remote/On-site/phone/support		√	√
Server Operating System & diagnostics		√	
Desktop Support		√	
Unlimited Telephone Support		√	√
LAN Support	√	√	√
LAN & VPN Support		√	
LAN, WAN & VPN Support			√
Backup Alerting & Resolution		√	
On-site Fault rectification visit (where necessary)		√	
Server Support			√
Backup Monitoring, Alerting & Resolution			√
Server Core Operating System Monitoring		<u>√</u>	√
Application Monitoring			√
Guaranteed Fix Times			<u>√</u>
Virus & Spyware removal			√
WAN & Security Support		<u>√</u>	√
Server, systems & user administration module		<u>√</u>	√
Service Pack and Patch module		<u>√</u>	√
Microsoft & 3 rd party application support		<u>√</u>	
Quarterly Review			√
Standard Business Hours	√	√	√
4 hour Server & LAN, 8 hour Desktop service level	√		
4 hour Service Level		√	
Desktop Support- 4 hour service			√
2 hour Service Level			√
Monthly Reporting		√	√
Extended Hours & 24/7 Coverage			<u>√</u>
On-site housekeeping and admin resource	<u>√</u>	<u>√</u>	<u>√</u>

√ = Standard √ = Optional