Greystone Support Service Options

	BRONZE (Time and Materials)	SILVER (Core)	GOLD (Fully Managed)	PLATINUM (Fully Managed + On-Site)
Billing	Annual Retainer, plus time spent and expenses	Annual Contract	Annual Contract	Annual Contract
Cover Type	Email, Phone, Remote access, On-site	Email, Phone, Remote access, On-site	Email, Phone, Remote access, On-site	Email, Phone, Remote access, On-site
Cover hours	9:00 - 5:30 Mon-Fri excl. UK bank holidays	9:00 - 5:30 Mon-Fri excl. UK bank holidays	9:00 - 5:30 Mon-Fri excl. UK bank holidays	9:00 - 5:30 Mon-Fri excl. UK bank holidays
Response Time	Within 4 hours	Within 2 hours	Within 2 hours	Within 2 hours
What's included:				
Remote monitoring and alerting	O	●	●	●
Server Administration	O	●	●	●
Upgrades and patching	O	●	●	●
Client/Server access management	O	●	●	●
Network Performance Monitoring	O	●	●	●
Network Security Management	O	●	●	●
Asset audits	O	●	●	●
Software license management	O	O	●	●
Management reviews	O	Quarterly	Quarterly	Monthly
Performance reporting	O	O	●	●
Policies and procedures	O	O	●	●
Requirements management	O	O	●	●
Hardware and software specification	O	O	●	●
Hardware and software procurement	O	O	●	●
Management of vendor support	O	O	●	●
Obsolescence management	O	O	●	●
1st line client support	O	O	●	●
User training and coaching	O	O	●	●
Onsite presence	⌀	⌀	⌀	1 to 5 days per week
Additional consultancy	O	O	O	1 day per quarter

KEY: - ● - Included, O - Optional extra, ⌀ - Not included

Greystone Support Service Options

BRONZE SUPPORT (Time and Materials)

Bronze Support is simply charged based on time spent (minimum half day) in response to a specific request from the nominated client contact. This type of support is useful where there is a competent in-house resource that needs additional or expert support from time to time to resolve problems.

SILVER SUPPORT (Core)

Within our Silver support service, we will actively manage the core elements of the IT infrastructure, usually servers and network components, but we are not responsible for dealing with individual user problems or first line support. This type of support is useful where there is a relatively small and stable user community and some level of in-house expertise available to be the first point of contact for user problems.

GOLD SUPPORT (Fully Managed)

In our Gold service, we will take full responsibility for the IT environment and manage it proactively in collaboration with the client management team. This type of support is recommended where the client does not want to maintain any in-house IT expertise but wants to ensure that the systems and networks are always fully operational and achieving optimal performance. It is also useful where there is likely to be significant growth or change in the IT environment.

PLATINUM SUPPORT (Fully Managed + On-Site)

Platinum covers the same as Gold but with the addition of having a prearranged on-site IT presence to provide a face to face point of contact for staff. This service is useful if the business requires very rapid reaction times to support issues or if there needs to be regular interaction between the IT staff and other business areas.