

HELP DESK SUPPORT

Yorel's One Call, Total Support Solution

In today's fast-paced business environment, your computing needs are so critical that even a minute of downtime could cost you thousands of dollars. Get instant access to an expert support staff and timely solutions across multiple platforms with our One Call Incident-Based Support Services.

Yorel partners with Alternative Technology, Inc., a specialty distributor, to provide help desk support in a single phone call, saving you precious time and money.

Supported Products:

Actividentity
Airaya
Allot
Alvarion
APC
AppSense
BioPassword
Blue Coat
Cisco (no VOIP)
Citrix
Clearswift
Clearswift
eEye
Eicon
Fortinet
Gemalto
IGEL
MX Logic
Neoware
NetBotz (APC)
Netilla
Novell
Packeteer
Radware
ScriptLogic
Secure Computing
SonicWALL
ThinPrint
TiGi
Tiltek
Utimaco
Vericept
Vizioncore
VMWare
WatchGuard

Benefits:

- Make one call to resolve technical issues—no searching for phone numbers, URLs, or email addresses.
- Multi-vendor support—support offered on all products listed plus Microsoft BackOffice.
- Delivered as incident-based support—pay for only what you use.
- A person always answers the phone—you'll never talk to Voice Mail.
- Industry-certified cross-trained engineers on every support call.
- Escalation paths on all supported products—we escalate to vendor if required with no additional charge.

Options:

- 24x7x365 Plan
 - Coverage 24 hours a day, 7 days a week, 365 days a year
 - Available in 5-50 incident packs in 5 incident increments
 - 12 month contract
- Business Day Plan
 - Coverage 8:00 a.m. to 6:00 p.m. M-F (*excl. holidays*)
 - Available in 5 to 25 incident packs in 5 incident increments
 - 12 month contract

Response time:

(Maximum response time is a worst-case response time. Under most conditions, you'll reach a support engineer at the time you place the call.)

- Severity I—System is offline, down and/or completely unusable. Within 1 hour
- Severity II—System is up: The problem causes a significant impact without acceptable workaround. Within 2 hours
- Severity III—System is up: The problem causes only a limited or insignificant impact. Within 3 hours



Yorel Integrated Solutions, Inc.

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