

# supportx

## Support Plans

### silver

An entry level support service for non-critical deployments. Includes remote access, security and software updates for peace of mind.

Contact our helpdesk during normal working hours for a next day response.

#### Silver

- ✓ Access to online support
- ✓ Access to helpdesk support
- ✓ Next day response
- ✓ Remote access
- ✓ Problem investigation & resolution
- ✓ Security updates
- ✓ Software updates
- Remote training session
- Health monitoring
- Software assurance
- Target 'back to service' times
- Designated account manager
- ✓ 1,3 or 5 year contract *option*

### gold

A comprehensive support and management service for essential deployments. Includes improved response times, health monitoring and access to remote training sessions.

Gold users may upgrade to active monitoring with or without 24-hour support.

#### Gold

- ✓ Access to online support
- ✓ Access to helpdesk support
- ✓ 4 hour response
- ✓ Remote access
- ✓ Problem investigation & resolution
- ✓ Security updates
- ✓ Software updates
- ✓ 1x remote training session
- ✓ Health monitoring
- Software assurance
- Target 'back to service' times
- Designated account manager
- ✓ 1,3 or 5 year contract *option*
- ✓ 24hr support *option*
- ✓ Active health monitoring *option*

### platinum

Our highest level of support where deployment is critical to workflow or compliance. Includes our fastest response with target 'back to service' times, underpinned by an active health monitoring service.

Platinum users may upgrade to 24-hour support.

#### Platinum

- ✓ Access to online support
- ✓ Access to helpdesk support
- ✓ 2 hour response
- ✓ Remote access
- ✓ Problem investigation & resolution
- ✓ Security updates
- ✓ Software updates
- ✓ 2x remote training sessions
- ✓ Active health monitoring
- ✓ Software assurance
- ✓ Target 'back to service' times
- ✓ Designated account manager
- ✓ 1,3 or 5 year contract *option*
- ✓ 24hr support *option*

#### Online support

Our online support centre provides administrators and IT professionals with 24/7 access to self-help guides and videos. This knowledge base assists with routine activities and provides detailed information to support more complex tasks.

#### Helpdesk support

Need expert advice? Our helpdesk can be contacted online or by telephone to assist with any questions or problems. The Oak Innovation development team is on hand to assist with more complex technical issues.

#### Software and security updates

Software and security updates are available to all SupportX users for peace of mind. Our highest level of support includes software assurance to ensure your business benefits from the latest enhancements.

#### Newswire

Be amongst the first to find out about new releases, products and services. Oak Innovation's Newswire provides information on compliance, new features and products, technical tips and security notifications to ensure you stay ahead of the game.

#### Remote training

Get the most from your Oak Innovation solution. Our higher-level support options include access to remote training sessions, ideal when you take on new staff or need a refresher.

#### Health monitoring

Identify and address issues before they affect service. Our remote monitoring service will look out for problems by monitoring the health of your solution, flagging any areas of concern for action.

#### Designated account manager

Our highest level of support includes a designated account manager to provide a single point of contact for support activities, flag any areas of concern and manage problems through to resolution.