

Break



Fix

- Reactive Support
- No SAL Level
- Fixed Hours
- Billed Consultation
- Billed Per Hour
- Billed Remote
- Billed Liaison
- Billed Onsite

Service



Agreement

- Pro-Active Support
- Service Agreement
- Remote Support
- 3rd Parties Liaison
- Consultation
- Hardware Install
- 30 Day Terms
- Agreed Billing
- 24 x 7 Monitor
- General Maintenance
- Free Consultation
- Weekend Support
- Software Install
- DD Solution