

Server Support Options

1. **SERVER MONITORING ONLY:** We can monitor your server(s) and be alerted whenever something goes wrong. We would be alerted if a backup doesn't work properly, or when hardware fails. We would then be able to begin working on the issue before it becomes a disaster. The cost for this service is \$31 per month per server. Either remote support through a Support Agreement or a Block of remote support time is required to have this service. This service does not include onsite response time, onsite labor or parts.
2. **SERVER DOWN, 4 HOUR RESPONSE:** In the event that your server is down, we will have a technician at your office within 4 business hours. The cost of this service is \$40 per month per server. Server monitoring is required to have this service. This service does not include parts or labor. Customer is responsible for providing all parts and will be billed for all labor associated with the repair.
3. **LABOR ONLY SERVER AGREEMENT:** If your server is still covered under its manufacturer's warranty, we can provide this coverage. We will have a technician at your office within 4 business hours. Server Monitoring is included in this service. The cost of this service starts at \$71 per month per server. Either remote support through a Support Agreement or a Block of remote support time is required to have this service. This service includes labor to repair your server but does not include parts. Customer is responsible for providing all parts.
4. **TRADITIONAL SERVER AGREEMENT:** We can provide full coverage including parts and labor for your server(s) with this service. We will have a technician at your office within 4 business hours. Server Monitoring is included in this service. The cost of this service varies depending on the type of hardware that is in your server. We would be happy to provide you a quote. Either remote support through a Support Agreement or a Block of remote support time is required to have this service.
5. **24x7 SUPPORT RETAINER:** We can have a technician on call 24 hours per day, 7 days per week to assist with issues that need attention outside of normal business hours. The cost of this service is \$199 per month. Labor is not included in this service. All calls taken are billed at our published rates. Parts are not included in this service unless you also have Traditional Server Agreement.

**For complete details on any of these services,
please contact the Norman Alan Company sales team.**

Applicable sales tax applies. Rates are in U.S. dollars and subject to change without notice.