

Service Package for Monitoring Support

A support subscription gives you access to our enterprise support channel.
Prices are net prices excl. VAT, are per year.

	BRONZE	SILVER	GOLD	PLATINUM	SOURCING
Support Time (Central European Time Zone)					If monitoring is not part of the core business - outsourcing of the monitoring may also be an option for you.
Service request – availability time	MO-FR 08.00 – 16.00 <small>(without national Holidays)</small>	MO-FR 08.00 – 17.00 <small>(without national Holidays)</small>	MO-FR 08.00 – 18.00 <small>(without national Holidays)</small>	MO-FR 06.00 – 18.00 <small>(without national Holidays)</small>	
Service request – response time	8h	6h	4h	2h	
Support Channel					
Email	x	x	x	x	
Ticket system	x	x	x	x	
Phone	x	x	x	x	
Remote access	x	x	x	x	
Support Service					
Number of remote health check	1	2	4	6	
Number of yearly service requests	10	15	15	25	
Number of yearly support hours	12	24	24	48	
Supported solutions					
Software products	GroundWork Monitor Enterprise, Monitoring Plugins, Elastic Stack				
Package price					
Price for one year support	€ 3,000	€ 5,000	€ 8,000	€ 18,000	On demand

Valid for 2018 / 2019