



BASE MAINTENANCE

The basic solution to guarantee continuity of service and timely intervention on your IT system.

The *Base Maintenance* service contract is designed specifically for *Small Business & Medium Sized Business*, and is able to guarantee certain response times to restore your IT system in the case of failure or malfunction.



HOW IT IS AGREED

- A verification visit is carried out
- A list of the parts subject to maintenance is compiled

WHAT IS INCLUDED

- Corrective maintenance, in case of failures or problems
- Remote Service
- Help Desk
- Preventive maintenance (1 day / year)

SERVICE LEVEL AGREEMENT

<i>Incident Opening</i>	Monday - Friday / 8.30 h - 17.30 h
<i>Intervention Time</i>	Next Business Day
<i>Restore Time</i>	-

EXTRA SERVICES INTEGRATED

- Spot consulting packet (days)
- Extra contract consulting