



FULL MAINTENANCE

The complete solution of hardware support and advice.

Full Maintenance Service Agreement is designed for businesses of *medium / large size* and covers 360° of your IT system: *hardware replacement, system monitoring, preventive and corrective maintenance.*



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 the case of failures or problems
- Remote Service
- Help Desk
- System monitoring, notifications and alarms
- Preventive maintenance (6 days / year)
- Hardware replacement

SERVICE LEVEL AGREEMENT

<i>Incident Opening</i>	Monday - Friday / 8.30 h - 17.30 h
<i>Intervention Time</i>	2 hours
<i>Restore Time</i>	8 hours

EXTRA SERVICES INTEGRATED

- On-call service 24H
- Future needs via spot consulting
- Extra – contract assistance