

Nagios Support Packages:

At INTUIT we have a wide range of affordable and attractive Nagios and Asterisk support packages. These Support Packages range from a 'just in case' to an Increased Service Level Agreement. But whatever your needs we are here to help.

Kindly take note that below package matrix for Bronze and Silver are per Server and for Gold and Platinum either per Server or per Cluster.

Support Packages	BRONZE	SILVER	GOLD	PLATINUM
Service Window	Mon-Fri 09:00-18:00	Mon-Fri 09:00-18:00	Mon-Fri 09:00-18:00	Mon-Sun 24 Hours
Response Time	Next Business Day	6 Hours	4 Hours	2 Hours
Number of Support Hours	10	25	50	110
Email Support	YES	YES	YES	YES
Phone Support	YES	YES	YES	YES
Support via Remote Login	YES	YES	YES	YES
On-Site Consultancy Days / Year	YES	YES	YES	YES
Support for Nagios Add-ons	-	-	YES	YES
Support for Cluster	-	-	YES	YES
Off-site Backup (Configuration)	-	-	-	YES
Package Price (Yearly)	MYR 1,250.- USD 350.-	MYR 2,950.- USD 775.-	MYR 5,950.- USD 1,565.-	MYR 11,950.- USD 3,145.-
24/7 Support (Yearly)	MYR 950.- USD 250.-	MYR 950.- USD 250.-	MYR 950.- USD 250.-	-
Additional Off-site Backup	MYR 350.- USD 92.-	MYR 350.- USD 92.-	MYR 350.- USD 92.-	-

Service Level Agreement	
Service Window	This is the time window at which you can log incidents and we start working on your incidents. You can log incidents outside your service window but the incident will be brought forward to the beginning of a new service window.
Response Time	This is the maximum time an incident can be idle from the time it was logged into the Helpdesk system until the time a technician will start working on it. Response times for Incidents logged outside your Service Window will start at the beginning of a new Service Window.

Number of Support Hours	This is the total number of Support Hours you can log during the validity of your support contract. At the expiration and/or termination of the support contract any balance will be forfeited.
15 Min time blocks	Time recording will be in 15 Min blocks with a minimum of 15 Min.
Support Channels	
Email Support	Email support will be done via and through our helpdesk system to ensure follow-up and tracking.
Phone Support	You will be able to talk to our technician who will work on the ticket accompanied by a support ticket.
Support via Remote Login	If remote access is granted to our support centre the technician will troubleshoot via remote tools via, SSL, HTTPS, etc.
On-Site Consultancy	Either upon your request or initiated by us a consultant will brainstorm with you on 'what's next', i.e. newer features and/or functionalities are available which can be of interest for your business or you would like to go high availability. Our consultant can help. Consultancy hours used will be deducted from your balance.
Support Type	
Support for Cluster	From Gold onwards support for Clusters will be available. Cluster support will cover areas of support on;- individual nodes, heartbeat, DRBD, etc.
Off-site Backup	We will configure your Nagios to send the necessary configuration files to our helpdesk system where they will be stored and retrieved in case of an Emergency that requires a Disaster Recovery. Please take note that only the configuration files will be in the backup, additional data such as historical data are excluded.
Pricing	
Package Price (Yearly)	The support package will start from the date of the PO or in case of ad-hoc subscription from the date the 1 st incident is logged into our helpdesk system.
24/7 Support (Yearly)	This will convert a non 24/7 Bronze, Silver or Gold support package to a 24/7 Service Window support package.
Additional	
Additional Off-site Backup	To give clients with Bronze, Silver and Gold the option for Off-site backup.

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