

Increase Server availability and Return on Investment with ISC's easy to buy and easy to use support packages

Features common to all service levels:

- > A single point of contact for all calls
- > All calls handled by certified engineers who will aim to resolve your problem remotely, wherever possible, thereby minimising downtime
- > For critical problems which cannot be resolved remotely, a certified engineer will be despatched to site to return the equipment under cover back to operational condition
- > All parts and materials are covered as part of the service where the failures are due to standard wear and tear

Features specific to individual service levels:

- > As one of the UK's leading IT solution providers, ISC's Certified Information Systems Auditors (CISAs) offer a wealth of practical, cost-effective IT management experience and can robustly test your internal control framework, by way of highquality, independent, risk-based IT audits of:

6 Hour Response Monday to Friday 9:00am to 5:00pm	6 Hour Response 24 x 7	4 Hour Response Monday to Friday 9:00am to 5:00pm	4 Hour Response 24 x 7
An engineer will be despatched to site within 6 hours of the call having been logged, provided this time is within the contracted service window	An engineer will be despatched to site within 4 hours of the call having been logged. This applies around the clock, every day including all bank and public holidays	An engineer will be despatched to site within 4 hours of the call having been logged, provided this time is within the contracted service window	An engineer will be despatched to site within 4 hours of the call having been logged. This applies around the clock, every day including all bank and public holidays

The Service Level commitment applies to hardware located within 100 miles of an ISC office location. An 8 hour commitment will be provided on hardware located in excess of 100 miles from an ISC office location.

Head Office

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Registered Office (as above)
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