



**Brilliant People**  
**Intelligent Services**

## Support : Maintain

itec's maintenance support is available at a variety of service levels. Our engineers have a deep working knowledge of all the technologies we support, making maintenance a quick and simple procedure that won't interfere with your customers' daily operations.

[www.itec-is.com/support](http://www.itec-is.com/support)



“ Source 1 can always expect professionalism and skilled support when engaged with itec. ”

Robert Hessel – CEO, Source 1 Solutions



itec’s **Maintain** service offers are designed to give our customers the ability to select the level of support needed in a multi-vendor, multi-national environment.

The services are designed to fit itec’s indirect channel model and cover the full range of technologies within itec’s portfolio globally.

**Maintain** is comprised of service components which can be selected by customers in line with their requirements and the needs of their customers.

The itec **Maintain** service components:

- On Site Engineer (Labour and Parts)
- On Site Engineer (Labour Only)
- On Site Parts Only
- Remote Technical Support
- Dedicated On-site Engineer

itec offers 3 main Service Level Agreements for its **Maintain** services as per the table below. itec can also provide customers with the flexibility of an SLA to suit customer specific requirements if not covered within the standard itec **Maintain** service.

All support activity both on and off site is logged, managed, tracked and reported on by itec TAC trained technical operatives. Customers benefit from a single interface for ease of use and expediency.

Upon sign-up customers will be provided with access to itec’s support portal, where they will have the ability to log and track support tickets 24/7.

	IOC Coverage	IOC Response	Field Engineer	On Site Part
Maintain Gold	24 x 7	<15 mins	4hr	4hr
Maintain Silver	24 x 7	<15 mins	4hr (Bus. hours)	4hr (Bus. hours)
Maintain Bronze	8 x 5	<30 mins	NBD	NBD

