



# Data Center Support Agreement

## 3 Tiers of Support:

### BASIC SERVICE

Provides You Access to Support  
During Normal Business Hours:  
8:00 a.m. - 5:00 p.m. Mon - Fri.

*12 Month Contract Term*

### ADVANCED SERVICE

5% off the Basic Service,  
1 Free Day of Assessment Services,  
After Hours Support:

24 hours a day, 7 days a week,  
365 days a year (24x7x365),

*12 Month Contract Term*

### PREMIUM SERVICE

10% off the Basic Service,  
2 Free Days of Assessment Services,  
After Hours Support:

24 hours a day, 7 days a week,  
365 days a year (24x7x365),

*18 Month Contract Term*

## Mission

Provide superior, world class  
service enabling your business,  
maintaining productivity and  
increasing the satisfaction of  
our clients and their end-users.

**(888) 925-1602**  
**info@planbtech.net**

**PLANBTECH.NET**

## Support and Professional Services When You Need it Most.

The Data Center Support Agreement (DCSA) is an annual contract with built-in flexibility and a rolling escrow account that gives you access to Plan B Technologies, Inc. (PBT) consultants and can be customized to cover any product or service in the PBT portfolio including:

- Re-Active Dispatch and/or Remote Support Services
- Product Purchases Utilizing Escrowed Funds
- Scoped or Pre-Planned Project Related Services
- Services on Products Not Originally Installed by or Purchased Through PBT
- Pro-Active, Managed Services (i.e. Quarterly Technology Reviews)

## Unique Benefits

### VARIETY OF TECHNOLOGIES COVERED

The DCSA covers all technologies within PBT's portfolio, regardless of where it was originally purchased.

### RAPID RESPONSE TIME

The DCSA has an SLA of 1 hour of your inquiry.

### CUSTOMIZED

The DCSA can be tailored to a specific technology or multiple technologies within PBT's portfolio or serve as the foundation for scoped or pro-active managed services.

### AUGMENTS MANUFACTURER SUPPORT AGREEMENTS

PBT maintains the highest level of relationships with all of our technology partners enabling us to moderate escalated issues on your behalf, and connect you with the right people.

### RESOLUTION EFFICIENCY

PBT has extensive travel capabilities and can correct the problem remotely or dispatch an engineer to aid in problem resolution.

### ACCOUNT FLEXIBILITY

The funds in your Support Desk Service Account can be used to purchase any products or solution in PBT's portfolio. Unallocated DCSA funds can also be rolled over to the next year.



**Plan B Technologies, Inc.**

# Data Center Support Agreement

<b>Support</b>	<b>PBT</b>	<b>The "Other Guys"</b>
<b>Multiple Technologies Covered</b>	YES! All Within the PBT Portfolio	Limited to 1 Technology
<b>Ability to Purchase Products</b>	YES! You Can Purchase Any Product within PBT's Portfolio	Absolutely NOT
<b>After Hours Support</b>	YES! Option of 24x7x365	Business Hours Only
<b>Remediation Dispatch</b>	YES!	No, Telephone Only
<b>Multiple Authorized Customer Worksites</b>	YES! Unlimited Worksites	Limited to 1 Worksite
<b>Assessment Services</b>	YES! Option of Including Assessments	Additional Cost for Assessments