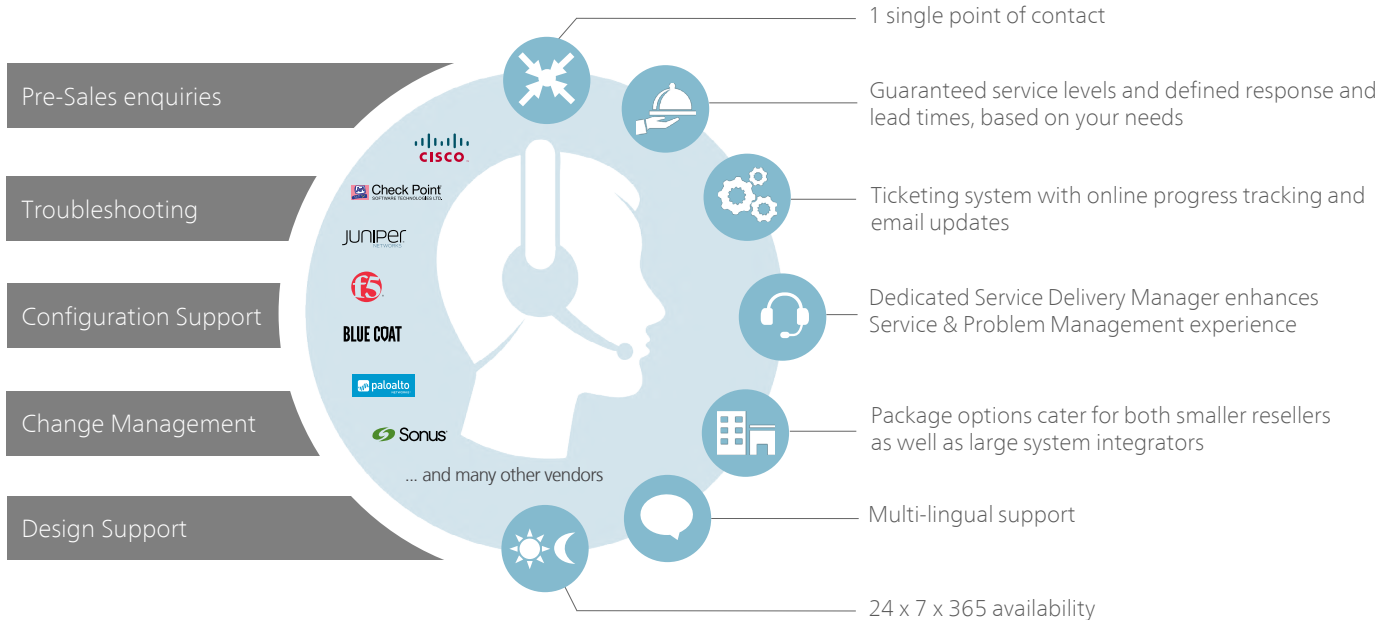






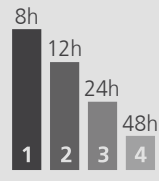
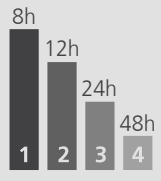
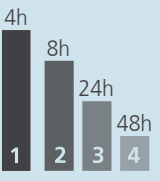
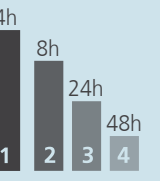


Factsheet Westcon-Comstor Service Desk



Volume contracts - SLA overview					
	BASIC	STANDARD	ADVANCED	PREMIUM	ELITE
Availability	8/5 SUPPORT Multi Technology 9-17 h	8/5 SUPPORT Multi Technology 9-17 h	24/7 SUPPORT Multi Technology	24/7 SUPPORT Single Technology	24/7 SUPPORT Multi Technology
Response Time Request	BEST EFFORT	8h 12h 24h 48h 1 2 3 4 PRIORITY LEVEL	4h 8h 24h 48h 1 2 3 4 PRIORITY LEVEL	1h 2h 12h 48h 1 2 3 4 PRIORITY LEVEL	1h 2h 12h 48h 1 2 3 4 PRIORITY LEVEL
Lead Time Change	BEST EFFORT	96h Planned Change 48h Emergency Change 72h Standard Change	96h Planned Change 48h Emergency Change 72h Standard Change	48h Planned Change 2h Emergency Change 24h Standard Change	48h Planned Change 2h Emergency Change 24h Standard Change

Ticket contracts - SLA overview

	STANDARD	STANDARD	ADVANCED	ADVANCED
Availability	 <p>SUPPORT Single Technology 9-17 h</p>	 <p>SUPPORT Multi Technology 9-17 h</p>	 <p>SUPPORT Single Technology</p>	 <p>SUPPORT Multi Technology</p>
Response Time Request	 <p>PRIORITY LEVEL</p>	 <p>PRIORITY LEVEL</p>	 <p>PRIORITY LEVEL</p>	 <p>PRIORITY LEVEL</p>

Priority Level	Business Impact	Description
1	Critical	An existing Network or Environment is down or there is a critical impact to End User's business operation. Partner / Customer and Westcon-Comstor both will commit full-time resources to resolve the situation.
2	Major	Operation of an existing Network or Environment is severely degraded or significant aspects of End User's business operation are negatively impacted by unacceptable Network or Environment performance. Partner / Customer and Westcon-Comstor both will commit full-time resources during Standard Business Hours to resolve the situation.
3	Medium	Operational performance of the Network or Environment is impaired, although most business operations remain functional. Partner / Customer and Westcon-Comstor both are willing to commit resources during Standard Business Hours to restore service to satisfactory levels.
4	Minor	Information is required on product capabilities, installation, or configuration. There is little or no impact to Partner / Customer's business operation. Partner / Customer and Westcon-Comstor both are willing to provide resources during Standard Business Hours to provide information or assistance as requested.

Reseller benefits

