



## Support Services

NEC Philips offers a flexible support service that allows you to access our comprehensive support capabilities when you need them most.

The highly experienced technicians who man our dedicated support line can assist you with all aspects of support from minor system faults through to critical outages that require responsive, technically complex and swift resolution.

Because our Support personnel work in customer-focused teams, you will meet and talk with the same people each time you call for assistance. This not only allows our technicians to get to know and understand how your IT organisation operates, but also allows your personnel to work closely with us to ensure faults are resolved more quickly

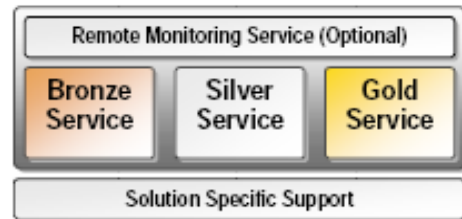
### Flexibility to suit your needs

NEC Philips understand that different businesses require different levels of support. That's why we provide our support service as a tiered offering – you receive a flexible support package that gives you access to the services you need when you need them.

Our support offering is broken into five areas. Our optional Solution Specific support packages can be

combined with our core support package that operates across three levels. This enables you to select the support level that is right for your organisation.

Our tiered support offering is available as outlined:



### Bronze Level Support

NEC Philips' Bronze support level provides a low cost entry point to our telephone and remote support capabilities. This package provides support time for four nominated systems using 30 minute units over a 12 month period. Additional systems and additional support time may be added at any point as required.

### Silver Level Support

Our Silver support is tailored for customers seeking wider support capabilities, with the additional benefit of providing greater flexibility in the functioning of the support contract and with the ability to request on-site visits to resolve particularly complex or critical issues.



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## Gold Level Support

Gold support provides access to our highest level of support capabilities, as well as the ability to use support time for any combination of telephone, remote and on-site support, holiday and sickness cover or project work.

It is not necessary for you to determine exactly how you wish to apportion this time at the start of a contract period. You simply need to estimate the overall amount of time required for the coming year and then draw that time down as and when required, for whatever purpose you desire.

Within this support level a sliding scale of fees operate depending upon the number of days taken, providing you with financial recognition of your commitment to us; whilst continuing to ensure our highest levels of commitment to maintaining your systems.

## Additional Solution Support

NEC Philips provides Solution support as an option to customers for whom we have created a bespoke solution. Typically, Solution support will be used by a customer who does not wish to have a more general support contract, but requires support only for a specific solution.

## Optional 24 x 7 Availability

Our Silver and Gold support levels also offer the ability to extended access to our support desk on a full 24 x 7 basis. This ensures that comprehensive technical support is available even outside of office hours.

The table below shows the benefits available at each level and the minimum commitment required.

|  | Bronze        | Silver    | Gold                  |
|--|---------------|-----------|-----------------------|
| Telephone & remote support included              | ●             | ●         | ●                     |
| Number of support contacts that can be nominated | Two           | Three     | Four                  |
| Number of supported systems included             | Four          | Four      | All Supported Systems |
| Support time is deducted in Units of:            | 30 Minutes    | 5 Minutes | 5 Minutes             |
| Optional remote monitoring service available     | ●             | ●         | ●                     |
| Support time can be used for onsite visits       | ●             | ●         | ●                     |
| Optional 24x7 support access available           | ●             | ●         | ●                     |
| Unused support time carries forward              | ●             | ●         | ●                     |
| Minimum Commitment                               | 50 x 30 Units | 4 Days    | 6 Days                |



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## Frequently asked Questions

### Which Support Level is right for me?

Each of our three support levels provides access to a range of facilities that differing organisations typically require. Our highest level of support only requires that you purchase six days of support time a year.

For organisations seeking a lower cost entry, our Bronze support level provides access to a range of support capabilities with the ability to upgrade to higher levels if needs change.

### When is the support desk available?

NEC Philips' Support Service operates during normal working hours, Monday to Friday 9:00am to 5:30 pm – unless you have a subscription to the 24 x 7 Support option.

### How is Support Time Managed?

When a support call is raised, we deduct time from the support agreement in units, rather than using incident based agreements. These units consist of either 30 minutes of support time at the Bronze level, or 5 minutes of support time at the Silver and Gold levels. Support time is the rounded up to the nearest unit and deducted from your purchased support entitlement.

### How does the 24 x 7 Support option work?

The 24 x 7 support option is available on an additional subscription basis. Customers who subscribe to this service are able to call our support line at any time. Calls that originate outside normal working hours are automatically routed to our call centre and are then logged and passed to an on-call engineer who will respond within our defined SLA period.

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