



# SERVICE LEVEL AGREEMENT

SLAs: Save Your Budget, Outsource Monthly IT Needs

A Service Level Agreement is a monthly support contract between PlanetMagpie and your business, reserving a set number of support hours each month. We become your IT department, or we augment your current IT staff's capabilities. SLAs are a proactive form of support, with monthly maintenance appointments and on-call remote or on-site support. Our SLAs are a great way for companies to reduce their IT costs without losing out on support quality.

## FEATURES

- » Microsoft-Certified Engineers perform all support. Benefit from their broad experience in IT environments throughout the Bay Area.
- » No restrictions on the types of IT services performed. Support is handled on-site, by phone/email, or remotely.
- » SLA hours are initially estimated on the number of servers and workstations, as well as the technical proficiency of your end users. Contract hours are easily adjusted to your needs after a short start-up period.
- » Supplement your existing IT staff where needed, or bring in PlanetMagpie to manage all your IT functions.
- » 24/7 support contracts are available for companies that require round-the-clock IT readiness.
- » Online Support Ticketing System for support requests and tracking, or call in your support request and speak to a live person!



**Microsoft** Partner  
Gold Midmarket Solution Provider

Microsoft  
Small Business  
Specialist

## SERVICE EXAMPLES

- » Server/Network Management
- » IT Hardware Maintenance and Sales
- » Security: Firewall Configuration, Antivirus & Spyware Removal, Security Patches
- » Software Help: Installation/Configuration, Upgrades/Patches, Data Transfer/Conversion
- » Training: Hardware, Software, Networks
- » Requirements Analysis
- » Preventative Maintenance for End Users
- » Warranty Support
- » Hosted IT Services Installation, Updates
- » Back-up Maintenance
- » Mobile Device Support

## BENEFITS

- » **Reduce Employee Costs**  
No overtime, benefits or paid vacation or sick time. Full network support for 20-50% less than the cost of a full-time network engineer.
- » **Support As-Needed**  
Make regular maintenance appointments, or use SLA hours for on-call IT support. Or both!
- » **You're the Priority**  
SLAs guarantee that PlanetMagpie engineers will be available for the hours you require.
- » **Employee Productivity**  
Long-term support relationships lead to shorter service intervals and less downtime.
- » **Reduced Additional Support Cost**  
The more hours you need, the more competitive your SLA rate.

Don't see a service you want?  
Customized Service Lists are  
available for all SLAs.

### FOR MORE INFORMATION:

sales@planetmagpie.com  
1.877.MAGPIE1

PlanetMagpie is located in  
the FremontTech Center  
Fremont, California

