



i-VERSA Support Model – Advanced

Service as Offered	Basic	General	Essential	Ultimate
Initial Review and Report	X	X	X	X
Monthly service Report	X	X	X	X
Dedicated Resource(s)	0	*	*	X
Shared Resource(s)	X	0	0	0
Help Desk - Phone support 24X7	0	0	X	X
Help Desk - Access to Ticket and Incident Management System	X	X	X	X
Support Free (One month)	X	X	X	X
# of Work Stations supported	Up to 30	Up to 100	Up to 500	Unlimited
# of Servers (Support includes Web, FTP, Database, Application, Domain Controllers etc)	1	5	15	Up to 100
IT Compliance Review and Recommendations	0	0	X	X
Asset Management and Infrastructure Review (Bi-yearly)		X	X	X
SPAM and Virus monitoring	X	X	X	X
Operation System Support (Windows, Linux, Mac)	X	*	X	X
Networking Support (Firewall, IDS, Router and Switch Configuration, ISP)	0	*	X	X
Backup and Restore	0	X	X	X
Updates and Patch Management (Operating System, Antivirus, Plug-ins and more)	0	X	X	X
Cloud Support (Applications, Database, Servers and more)	0	*	X	X
Application Support (Middleware and Enterprise applications including, Sharepoint, WebSphere and SIEBEL)	0	0	X	X

* Conditions Apply | 0 Not available | X Available



1.1 Resources Breakdown per models available in Advanced Package

Model	# of Resources L1 level	# of Resources L3 level	# of Resources L3 level	# Manager	Standby Resources
Basic	1	0	0	1	0
General	2	1	0	1	1
Essential	5	3	1	1	2
Ultimate	8	4	3	2	3

1.2 Pricing – Advanced Package

Service Model	Price / month	Price / year	Comments
Basic	\$ 899	\$ 9999	Up to 10% savings
General	\$ 1699	\$ 18588	Up to 10% savings
Essential	\$ 5999	\$ 67989	Up to 10% savings
Ultimate	\$ 8999	\$ 99999	Up to 10% savings

* Ask us for customized Pricing and Services.