

MAINTENANCE PLANS

- **Bronze Prepaid**

This is a prepaid scheme that enables you to choose a fixed amount of support hours with minimum 20 hours per year, during Cyprus business hours (08:30-13:00, 14:30-18:00), Monday to Friday excluding public holidays. For every call or visit, 1 hour is removed from the plan and after the first hour, 15-minute increments are removed accordingly. You just contact our support team through email, phone, or our ticketing system, and we will handle the rest. By signing a maintenance and a non-disclosure agreement with us, you make sure that when you need help our engineers will assist you as soon as possible. The Bronze scheme ensures committed response times through an SLA. However, as this is an operational maintenance and support plan, no change requests are included.

The bronze scheme is specifically designed for companies with existing IT departments that might need additional infrastructure support.

- **Silver Unlimited**

This is a scheme with unlimited maintenance and operational support hours during Cyprus business hours (08:30-13:00, 14:30-18:00), Monday to Friday excluding public holidays. You just contact our support team through email, phone, or our ticketing system, and we will handle the rest. By signing a maintenance and a non-disclosure agreement with us, you make sure that when you need help our engineers will assist you as soon as possible. The Silver scheme ensures committed response times through an SLA. Change requests are not included.

The Silver Scheme is suitable for Companies operating in Cyprus without an internal IT department, with users working ONLY during the aforementioned hours.

- **Gold Unlimited**

This scheme includes everything in the Silver scheme, as well as maintenance and operational support during the following hours/days: (08:30-19:00), Monday to Friday including Cyprus public holidays (except 01/01 and 25-26/12, and weekends).

The Gold scheme is ideal for companies operating with a difference of approximately 2 hours from Cyprus' time zone since most of their operating hours are included in this scheme. Additionally, 2 onsite visits for pro-active support purposes during the year are also included.

- **Platinum Unlimited**

This scheme includes everything in the Gold scheme, as well as maintenance and operational support on a 24/7/365 basis (24 hours a day, 365 days a year).

The Platinum Scheme is suited for companies that are located around the globe and need 24/7 support. For those businesses that cannot afford downtime during night or during weekends, this scheme can be proven to be a lifesaver.