

## 24x7

### FEATURES:

- 24x7 service includes weekends + holidays
- Guaranteed responses: 1-hour phone, 2-hour remote (with access), and/or 4-hour onsite
- Tracks any incident from notification through resolution using ticketing system, which initiates and tracks tickets for issues, change orders or new devices
- Interfaces between the environment + vendor technical support if needed

## 9x5

### FEATURES:

All the same great features of 24x7 (excl. weekends + holidays), but within a 9x5 timeframe

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# Clear North REACTIVE

## 24x7 AND 9x5

*Who has time to work around-the-clock?*

### We do.

Timing is everything when IT issues arise, and how quickly they can be resolved starts with how quickly they are identified. Clear North 24x7 and 9x5 Reactive services do both so you are immediately aware of any problems and have the security of knowing that we are expertly handling them for you. We focus on your IT, so you can focus on your business.

### What is Clear North 24x7 Reactive?

This 24x7 service responds to any problems stemming from predetermined critical network devices. We track issues by contacting the carrier, contacting the hardware vendor, and/or working with your staff, such as your Help Desk. Clear North Technologies guarantees a 1-hour phone response with this service. Additional fee-based response options are available, include 2-hour remote response (if provided access), and/or 4-hour onsite response. Alerts are escalated quickly and appropriately, with down situations receiving the most immediate attention.

### What is Clear North 9x5 Reactive?

This 9x5 service is identical to our 24x7 reactive, but falls within the 9 hours/day + 5 days/week timeframe and excludes weekends and holidays.

### BENEFITS:

- Get critical systems up and running quickly after failure
- Inexpensive reactive pricing
- Combined with Clear North monitoring, alerts will be reacted to on performance counters or up/down status
- We can help you with full support
- No need for extended staff hours
- System in place in case of failures
- Peace of mind knowing experts are on hand to aid in system diagnostics