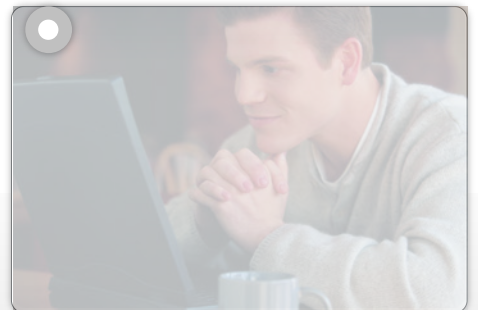
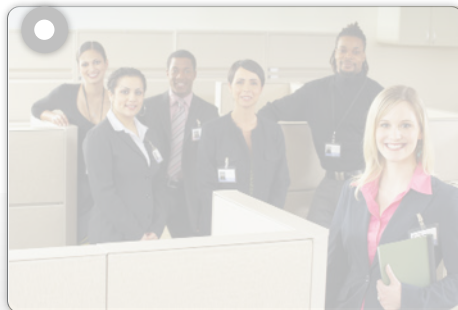
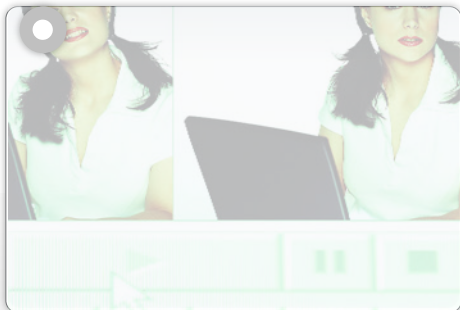


SAV25 Data Systems

SUPPORT & MAINTENANCE

Software • Appliance • SAAS





SAV25 Data Systems

7869 Mckinley Street Makati City Philippines 1230

Tel: (632) 893-2488 Fax: (632) 844-6626

Email: info@sav25.com

Web site: <http://www.sav25.com>

SAV25 Support and Maintenance Services



Overview

SAV25 offers a comprehensive range of highly qualified support services, a must for every IT solution. You can get support directly from SAV25 Engineers depending on the maintenance package of your choice.

SAV25 TECHNICAL SUPPORT AGREEMENT

Our Technical Support Agreement provides technical support for products of SAV25. It has a separate service duration period from the “Products” or software. It can be used to provide support for all of the products purchased by the customer from SAV25.

You only to purchase one Technical Support Agreement to avail of support for all the products of SAV25. A cost effective offering to help you maximize and optimize the use of our products.

Service Level	Phone, Email & Web Support	On-Site Service	Remote Support
A	Yes	None	Remote Configuration
B	Yes	4 visits /year	Remote Configuration
C	Yes	None	Remote Management
D	Yes	4 visits /year	Remote Management
E	Yes	8 visits/year	Remote Management
F	Yes	12 visits/year	Remote Management
G	Yes	12 visits/year Same Business Day	Remote Management



SIMPLE AND COST EFFECTIVE SUPPORT SYSTEM

A single Technical Service Level Agreement for all products from SAV25. Huge savings for your IT budget without compromising the quality of support. SAV25 support and maintenance will lower your support costs and keep your business running.

SAV25 TECHNICAL SUPPORT AGREEMENT

What's included with every service level?

Phone and Email support.

SAV25 shall provide phone and email support on a business day basis. Business day is defined as 9:00 AM through 6:00 PM Philippine time, excluding holidays and weekends. Phone support includes answering all incoming calls from the customer involving reasonable technical support related to our products.

Web Support.

SAV25 will provide an Internet based support system generally available seven (7) days a week, twenty-four (24) hours a day. Web support provides customers access to SAV25's web site or directly to the web site of the Software developer or vendor for online product information, technical resources and technical knowledge base.

On site service.

Our on site service includes support for product configuration, troubleshooting, installation or reinstallation and software upgrading. Service is available on scheduled basis, on next business day or on same business day depending on the service level agreement of your choice.

All on-site service bundled with our Technical service Agreement are available from Monday to Saturdays on scheduled basis. If you would need more advanced on-site assistance, please take a look at our optional maintenance packages, or we can also customize a support package to suit your requirements.

REMOTE SUPPORT AND MAINTENANCE

Remote assistance is also available with every Technical Service Agreement and available in two different package.

Remote Configuration Support

Our Remote Configuration Support provides remote assistance for configuration or troubleshooting of the software. This service is available on a business day basis. Business day is defined as 9:00 AM through 6:00 PM Philippine time, excluding holidays and weekends. Third party software approved and recommended by SAV25 may be used by this service for remote access.

Remote Management Service.

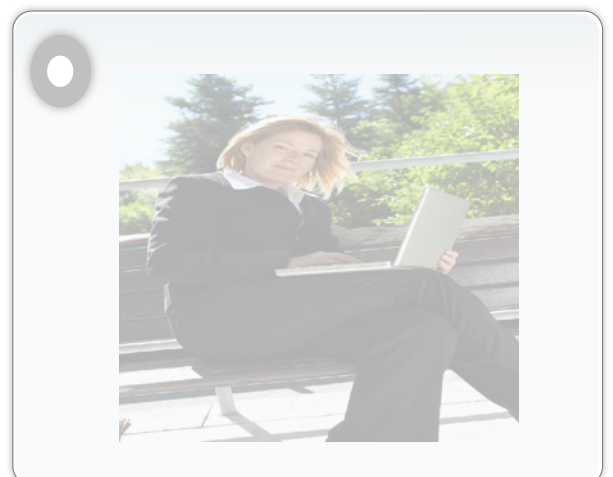
SAV25 Remote Management Service provides Remote Desktop Support for configuration, troubleshooting, installation, reinstallation and upgrading of the software / product. This service is available on a business day basis. Business day is defined as 9:00 AM through 6:00 PM Philippine time, excluding holidays and weekends. Third party software approved and recommended by SAV25 may be used by this service for remote access.

What's the difference between Remote Management and Remote Configuration?

Remote Configuration only provides support for product configuration and troubleshooting, while Remote Management provides full product support which includes support for product configuration, troubleshooting, installation, re-installation, updating and updating of our software. With Remote Management will co-manage SAV25 products with you. This will lessen the load on your IT department while maintaining availability of your core network services.

Customized Service Level and Additional Services

SAV25 may provide customized service level or additional services for the customer not covered by any of the service level plans on this document. Please contact SAV25 for additional services you may require not covered by our support and maintenance plans.



SAV25 Professional Deployment Services

SAV25's Deployment Packaged service offerings will vastly improve the success of installation of our solutions at your network. The packages also give you several options on how to deploy our solutions. The installation and deployment of the Jumpstart, Quickstart, SureStart or Managed Services are exceptional compliments to our award winning product lineup.

Jumpstart Deployment Service

- ❖ This is the basic deployment service. Provide 1 business day of service - maximum of 8 hours on-site.
- ❖ Includes installation of 1 or more products
- ❖ Configuration of products. Our software configured and customized based on customer requirements
- ❖ Optimization - we will ensure that our products are installed and running
- ❖ Includes **Product Manual and SAV25 Solutions DVD - Installer Media Kit**

Quick Start Deployment Service

Our QuickStart Deployment Service ensures that our software is installed, deployed and configured in accordance with requirements of the customer. This is generally targeted for medium, corporate and large enterprise installation wherein customer and/or the products involved may require technical planning and discussion prior to deployment to minimize or avoid any downtime. Typically our Firewall, email, network monitoring, DNS and other core network solutions may use this deployment service.

- ❖ Provide up to 3 business day of service - maximum of 8 hours on-site.
- ❖ Includes installation of 1 or more product or products
- ❖ Configuration of products. Our software configured and customized based on customer requirements
- ❖ Optimization - we will ensure that our products are installed and running
- ❖ Includes **Product Manual and SAV25 Solutions DVD - Installer Media Kit**
- ❖ 1 day pre-installation planning
- ❖ 1 day for installation and configuration
- ❖ 1 day for product optimization and product walk through

Sure - Start Deployment Service

Our Sure Start Deployment Service ensures that our software is installed, deployed and configured in accordance with requirements of the customer.

This is generally targeted for medium, corporate and large enterprise installation wherein customer and/or the products involved may require technical planning and discussion prior to deployment to minimize or avoid any downtime. Typically our Firewall, email, network monitoring, DNS and other core network solutions may use this deployment service.

- ❖ Provide up to 7 business day of service - maximum of 8 hours on-site.
- ❖ Includes installation of 1 or more products
- ❖ Configuration of products. Our software configured and customized based on customer requirements
- ❖ Optimization - we will ensure that our products are installed and running
- ❖ Includes **Product Manual and SAV25 Solutions DVD - Installer Media Kit**
- ❖ 1 day allotted for **Pre-installation planning**
- ❖ 1 day for submission and discussion of **Pre-installation Plan report**
- ❖ 2 day for installation and configuration
- ❖ 2 day for product optimization and **Product walk through**
- ❖ 1 day for **Deployment completion report**

One day on-site Deployment Service

Includes all the services with our Jumpstart deployment except as follows:

- ❖ Does not include Documentation and CD/DVD media.
- ❖ Maximum of 6 hours on site

Note: this is intended for initial deployment for small networks or simple single product installation

One Day Remote Deployment service

Provides 1 day - remote installation service of our products available during business hours. Documentation and CD / DVD solutions NOT included. Maximum of 6 hours remote service.

SAV25 On-Site Maintenance Packages

To augment our Deployment service and Technical Support Agreement (TSA), we offer packaged maintenance services to provide on site support for our products. If you will prefer to have SAV25 engineers on site to personally assist you with our products, this optional services will suit your needs. You can use any of our on site maintenance plans for assistance on product configuration, troubleshooting, installation, re-installation , software updates and updating and upgrading.

Our maintenance plans are recommended for customers with two or more SAV25 products and needs additional on-site support than provided on any of our technical Support Agreement levels.

Basic Maintenance

Basic Maintenance is the most affordable solution designed for all SAV25 products. It includes support for critical and high priority incidents and is suited for non-critical network environments.

Standard Maintenance

Standard Maintenance is suited for organizations requiring support that covers all the severity levels. First-level support is handled on next business day service.

Advanced Maintenance

Advanced Maintenance is designed for organizations that require a higher level of support. This package includes same day on site response during business hours.

Premium Maintenance

Premium Maintenance is designed for organizations with mission-critical networks requiring the highest level of support. In addition to the features of the advanced maintenance package, it offers direct on site support including Saturdays.

Note: Our on-site maintenance service can be purchased separately from the Technical Support Agreement levels or bundled with any level of our Technical Support Agreement..

ON-SITE Maintenance PLANS				
Comparison of SAV25 on-site maintenance packages	Basic Maintenance	Standard Maintenance	Advanced Maintenance	Premium Maintenance
Maximum visits per year	4	4	12	12
Availability	Monday - Friday 9 am to 6 pm	Monday - Sat. 9 am to 6 pm	Monday - Friday	Monday - Saturday*
Maximum hours on site	6	6	8	8
Response Time	Scheduled	Next Business Day	Same Day	Same Day (Except Saturdays)*

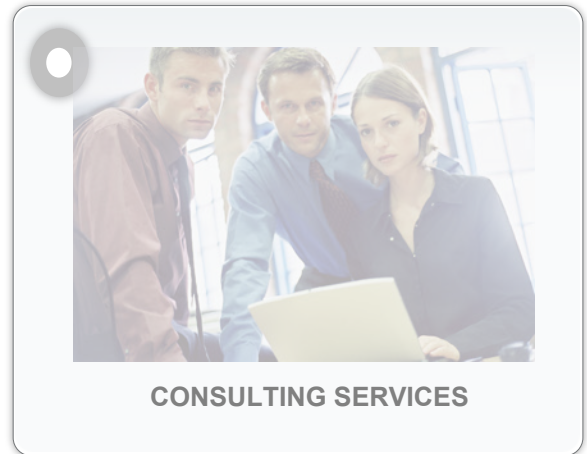
Customized Service Level and Additional Services

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Optional Professional Services

Quarterly Consulting & Product Optimization

Provides Scheduled quarterly assessment of all the products installed at customer site. The aim is to help our customers optimize and maximize the use of our products. Consultation is performed through quarterly meetings with the customer and quarterly on site preventive maintenance check on the configuration and performance of our products.



To optimize and ensure error free and stable performance of our products and solutions, this consulting service Will provide the customer with scheduled quarterly visit to discuss all issues related to the use of our products, improve the use and implementation of our products and deploy / apply any corrective actions needed to ensure the reliability of use of our products.

If the quarterly assessment would recommend or require additional on-site service, this will be provided at no additional cost for the customer and will not be deducted from the remaining available on site service of on the TSA of the customer.

Monthly Consulting & Optimization

Offers the same services as item 3 above except that the consultation will be conducted on monthly instead of quarterly basis. Intended for medium to large networks wherein use of our products are critical.

Printed Manual

Printed copies of SAV25 products are available on per order basis. However, our SAV25 Solutions DVD media kit already includes product manuals for all our product in PDF format. If you still prefer the printed copies of our products please contact SAV25.

Note : Printed manuals are included when you purchase any of our deployment plans.

SAV25 support the Greenline project for the IT industry . We recommend to our customers to use the PDF manual of our products available on our media kit to save on papers and save our trees.



SAV25 Solutions CD/DVD Media kit

Our SAV25 solutions DVD media Kit includes installers and manuals for all products of SAV25. Products Manuals are usually available in PDF format. **SAV25 solutions DVD media kit are also provided every time you purchase or renew your technical Support Agreement.**

Customized Service Level and Additional Services

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