

NETWORK DEVICE SUPPORT SERVICE

FOCUS ON YOUR BUSINESS

LET KDDIA

TAKE CARE OF YOUR DEVICES

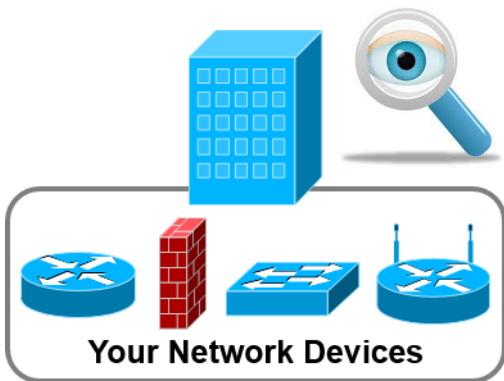


**ONE EXTRA
MONTH FREE**

CAMPAIGN ENDS

FEB. 28, 2014

Did You Know Every Minute Your Network Is Down Is Costing Your Business!

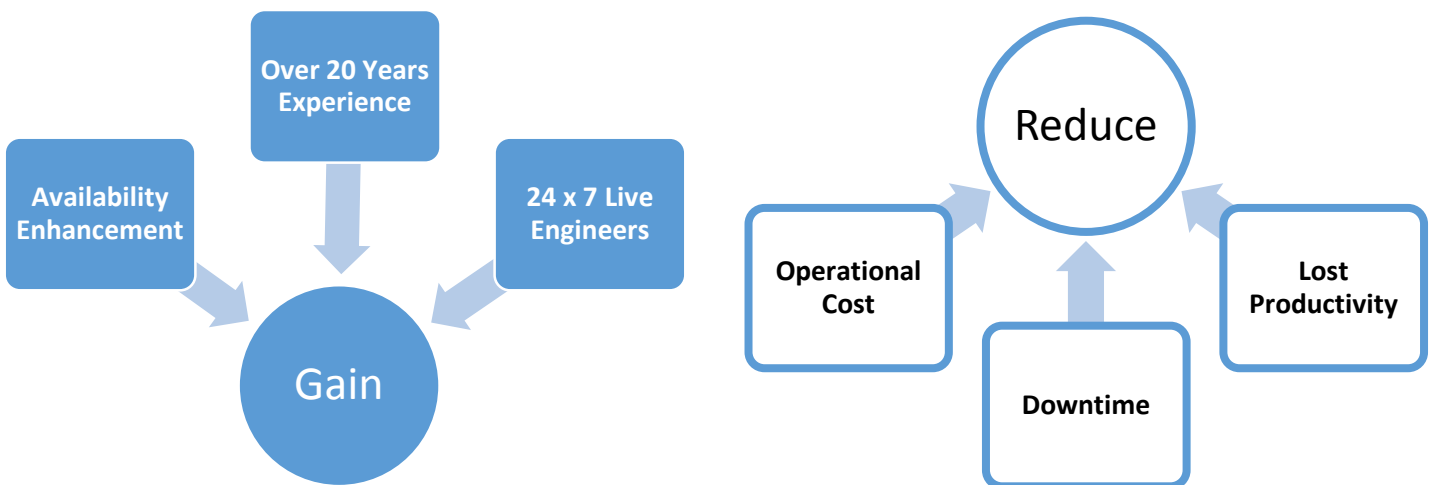


Cannot maintain all these **DIFFERENT DEVICES/MODELS**

NO TIME to manage our devices!

No one to **MAINTAIN IT 24/7**

What are the benefits?



NETWORK DEVICE SUPPORT SERVICE

PLANS THAT FIT YOUR NEEDS

		Plan Type		
		PREMIUM	STANDARD	BASIC
Hours	Request Hours	24 x 7 x 365	24 x 7 x 365	8 x 5 x BD
	Support Hours	24 x 7 x 365	8 x 5 x BD	8 x 5 x BD
	Response Time	2 Hours	4 Hours	6 Hours
	Mean Time to Recover	4 Hours	8 Hours	Next Business Day
Contract Term	Initial	12 Months		
	Renewal	Month-to-Month		
Monitoring	ICMP Monitoring	Included		
	Availability Monitoring	Included		
	SNMP Monitoring	Included		
	Interface Monitoring	Included		
	Hardware Monitoring	Included		
Troubleshooting	Hardware Replacement Support	Included		
	Remote Support	Included		
	Onsite Support	Optional Service		
	Onsite Hours	24 x 7 x 365	8 x 5 x BD	8 x 5 x BD
	Onsite Support Area Coverage	Geographic restrictions depending on customer location so please consult first.		

PROCESSES BASED ON ITIL v3

		Menu Type
Event Management	Deployment of Comprehensive Monitoring Services for Device	Included In All Plans
	Processing alerts from existing monitoring solutions	Included In All Plans
	Event Filtering and Categorization	Included In All Plans
	Alerting and Trouble Ticketing	Included In All Plans
	Event Review and Closure	Included In All Plans
Incident Management	Incident Management Support	Included In All Plans
	Incident Logging and Categorization	Included In All Plans
	Event Troubleshooting and Remediation	Included In All Plans
Problem Management	Problem and Error Control	Included In All Plans
	Problem Identification and Categorization	Included In All Plans
	Problem Diagnosis and Resolution	Included In All Plans
	Problem Review (Root Cause Analysis)	Included In All Plans



Campaign Ends **2/28/2014!**

For more information please contact us at the following: marketing@kddia.com

