

# MANAGED SUPPORT PACKAGES

Customizable packages designed to fit the unique needs of any organization. Our service offerings include best-in-class tools and support from industry-leading experts.



## 24/7/365 SUPPORT AVAILABLE WITH FLEXIBLE, SCALABLE OPTIONS

	ESSENTIAL	ENHANCED	ELITE	ELITE PLUS
Coverage	8am-5pm M-F	24x5 M-F	24x7	24x7
Service Level Agreement	N/A	8 Hours	4 Hours	2 Hours
Remote Support	Included	Included	Included	Included
Onsite Support	Optional	Optional	Optional	*Included
Remote Monitoring	Included	Included	Included	Included
Monthly Support Tickets/Cases	Unlimited	Unlimited	Unlimited	Unlimited
Case Management	Included	Included	Included	Included
Vendor Management	Included	Included	Included	Included
ITSM Access	Portal	Portal	**Custom	**Custom
Desktop Automation	Included	Included	Included	Included
Desktop Management	Included	Included	Included	Included
Microsoft Application Support	Included	Included	Included	Included
3rd Party Application Support	Optional	Included	Included	Included
Basic Desktop Backup Management***	Optional	Optional	Included	Included
Client Business Reviews	Biannual	Quarterly	Quarterly	Monthly
Inside Account Manager	Included	Included	Included	Included
Tech Account Manager	N/A	Biannual	Quarterly	Monthly
Field Account Manager	N/A	N/A	Included	Included
Virtual CTO	N/A	Annual	Quarterly	Quarterly
Cloud VOIP User Support	Optional	Optional	Included	Included

\* On-Site is for resolution of issues that can't be resolved remotely

\*\* Can be customized if Client desires at no extra cost

\*\*\* Does not include Backup Software (can be provided by BCS365 separately or provided by Client)

## Ready for your assessment?

Scan the QR code to schedule a complimentary assessment with BCS365!

