

CISCO PRO-CARE SERVICE LEVEL AGREEMENTS

Personalised protection from software and hardware failure

The Pro-Care solution is our tailored care package that protects your vital IP systems and infrastructure against software and hardware failures. With Pro-Care, you can have the ability to seek assistance from the PCM Service Desk and Technical Assistance Centre, 24 hours per day, 7 days per week. The SLAs below are our most popular offerings.

REMOTE MONITORING & REMOTE ENGINEERING

	Gold	Silver Plus	Silver	Bronze	Trial
Remote Monitoring	24x7 - 365	24x7 - 365	24x7 - 365	24x7 - 365	24x7 - 365
Remote Engineering	24x7 - 365	9-5 Mon-Sun	9-5 Mon-Fri	None	9-5 Mon-Fri

HARDWARE FIX & REPLACE

ADVANCED REPLACEMENT SERVICES

	24x7 - 2 Hour	24x7 - 4 Hour	8x5 - 4 Hour	8x5 - N.B.D
Weekly Coverage Period	24x7	24x7	9-5 Mon-Fri	9-5 Mon-Fri
Response Time	2 Hours (Part to Site)	4 Hours (Part to Site)	4 Hours (Part to Site)	Next Business Day (Part to Site)
Daily Deadline	None	None	13:00 Depot Time	15:00 Depot Time

ON-SITE SUPPORT SERVICES

	24x7 - 2 Hour	24x7 - 4 Hour	8x5 - 4 Hour	8x5 - N.B.D
Weekly Coverage Period	24x7	24x7	9-5 Mon-Fri	9-5 Mon-Fri
Response Time	2 Hours (Engineer to Site)	4 Hours (Engineer to Site)	4 Hours (Engineer to Site)	Next Business Day (Engineer to Site)
Daily Deadline	None	None	13:00 Depot Time	15:00 Depot Time