

Unlimited Technology creates comprehensive solutions for your most complex IT and electronic, physical and cyber security challenges — to help you design, integrate, install and maintain your systems. With S.H.I.E.L.D, businesses can improve security solution outcomes by outsourcing aspects of their security management system, including infrastructure, specialized staff and ongoing maintenance through our multi-tiered service and support programs. This customized approach makes sure you have the support you need, without any excess programs or costs.

SUPPORT SOLUTION	SECURE	PROTECT	FORTIFY
SERVICE REQUEST ACKNOWLEDGEMENT	Within 1 hour	Within 1 hour	Within 1 hour
24/7 GLOBAL FUSION CENTER SUPPORT	Within 8 hours	Within 4 hours	Within 2 hours
REMOTE DIAGNOSIS	48-72 hours	24-48 hours	8 hours
GUARANTEED ON-SITE SUPPORT (STANDARD)	5 business days	2 business days	Next business day
GUARANTEED ON-SITE SUPPORT (PRIORITY)	2 business days	Next business day	Next business day
GUARANTEED ON-SITE SUPPORT (CRITICAL)	Next business day	Next business day	Same day 4 hours
SOFTWARE SUPPORT MANAGEMENT	Included	Included	Included
DEFECT CORRECTABLE TIMEFRAME	5 business days	48-72 hours	24-48 hours
PREVENTIVE MAINTENANCE/ INSPECTION	Annual	Semi-annual	Quarterly
VMS SOFTWARE UPDATES/UPGRADES	Annual	Semi-annual	Quarterly
ACS SOFTWARE UPDATES/UPGRADES	Annual	Semi-annual	Quarterly
DEVICE FIRMWARE UPDATES	Annual	Semi-annual	Quarterly
DOCUMENTATION UPDATES	Annual	Semi-annual	Quarterly
OPERATOR/ADMIN REFRESHER TRAINING*	Annual	Semi-annual	Quarterly

PLAN ENHANCEMENTS

SPARE PARTS ALLOCATION	Optional**	Optional**	Optional**
HARDWARE COVERAGE	Optional**	Optional**	Optional**
ON-SITE TECHNICAL RESOURCE	Optional**	Optional**	Optional**
MANAGED SERVICE PRODUCTS	Optional**	Optional**	Optional**

*pre-defined, mutually acceptable schedule **optional items to be priced based on client needs and system configuration