

	BASE	BUSINESS	PREMIUM
Health Checks per year	-	1	2
Hours of Support	9am to 5pm Week Days	8am to 6pm Week Days	24/7
Response SLA	-	✓ 4 Hours	✓ 2 Hours
Monthly site relevant patch notifications	-	✓	✓
Monthly site relevant release notifications	-	✓	✓
Bi-Monthly newsletter	✓	✓	✓
Diaxon maintained documentation	-	✓	✓
Access Method	1300 number Email	1300 number Email Web Portal	1300 number Email Web Portal
Quarterly review meeting	-	✓	✓
Performance / Capacity	-	Optional	Optional
Mentoring Days / Residency	Optional	Quarterly	Monthly
Patch Deployment	Optional	Optional	Optional

DIAMOND SUPPORT with DIAXION

- **Regular health checks of your environment to ensure the infrastructure performs optimally to your business needs**
- **Access to Diaxon consultants knowledgeable on your business operations and infrastructure**
- **Access to a pool of highly experienced technical specialists, both during and after normal business hours**
- **Patch alerts relevant to your infrastructure**
- **Quarterly onsite visits to ensure currency with your environment**
- **Diaxon maintained site documentation**
- **Project overflow, backfill resource pool**
- **Mentoring**
- **Targeted training and update services**
- **On-site and remote backfill of resources**

Your IT infrastructure is only as good as the sum of its parts and how those individual parts perform both in isolation and together as a unified infrastructure. One of the key challenges for any customer is the diverse range of technologies which comprise the IT environment.

The vendors of these technologies are more often than not located off-shore and their support organisations required to deal with hundreds, if not thousands of different customers, all of which will have deployed an IT infrastructure which is different to the next.

Obtaining effective support in a way that reflects how the infrastructure needs to support an individual customers' business is a continual challenge. Diaxon Diamond Support is designed to address these challenges, and is available for a range of different technologies, from VMware, through to Platespin, Exchange and various database and Storage technologies.

Diamond support is not a replacement for vendor specific support and maintenance but a support partnership between diaxon and you, the client.