

Monthly “Block-Hour” Support Services

Monthly Support Services: ▶▶ On-Site & Remote (Monthly 24x7x365 Support)

Services Overview:

Asparian’s Monthly “Block-Hour” Support Services are designed for companies requiring On-Site and/or Remote continuous support - either to reduce costs, delegate duties, increase preventive maintenance or simply allow existing staff to focus on more important initiatives.

We have developed a hybrid Monthly Support Model delivering local 24x7x365 proactive support and availability to dedicated specialists; on an as-needed basis.

Asparian’s Monthly Support Services are a modular blend of maintenance and problem resolution services across the infrastructure. Our most common agreements entail Network Support, Microsoft Exchange, SQL Server, Oracle Database Support, Server Management Support and Help Desk/Desktop Support.



How We Deliver

Utilizing Asparian’s “Specialists Only” Delivery Model, our Senior Engineers specialize in a specific product and/or maintain a core focus in a particular technology. This ensures our support practice is efficient, reliable and dedicated resources maintain client specific architectural knowledge.

Each service is customized to our clients’ needs and our Support Engineers are dedicated to a pre-set number of clients. Each client receives a Primary Engineer and a Secondary Engineer to reduce possible exposures and to increase business continuity.

Our Standard Services Deliverable includes Administration, Emergency Response and Architectural Consulting with (30) Minute Remote Response and (4) Hour On-Site Response times.

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Monthly Support Services are delivered in increments of 5, 10, 15, 20, 30 to 120 Hours a Month, with the ability to scale to full time if needed.

Engineers can work directly with your team providing the feel of an in-house support team or can be leveraged as Secondary Support on a case-by-case basis.

▶▶ Key Service Deliverables:

- Administration
- Emergency Response
- Architectural & Technical Consulting

▶▶ Our Service Commitment:

- 24x7x365 Availability
- (30) Minute Response
- (4) Hours On-Site Response

▶▶ Key Service Features:

- Dedicated Local “Specialists” Only
- Primary & Secondary Support
- Single Blended Rates
- Customized Modular Packages

▶▶ Key Benefits:

- Augment Existing Staff
- Delegate Duties
- Focus on Strategic Initiatives
- Increase Response Times
- Decrease Downtime
- Access to Senior Specialists
- Preventative Maintenance
- Secondary Backup Engineer

▶▶ Support Options & Capabilities:

- Networks
- Applications
- Middle-Tier Development
- Databases
- Storage
- Security
- Disaster Recovery
- Business Continuity
- Compliance & Regulation

Clients leverage our Monthly Support Services as assurance, insurance and simply as a backup resource. If your organization is seeking to reduce costs, at risk with limited staff maintaining intimate knowledge of your environment or requiring the availability to Senior Technical Expertise, then our Monthly “Block-Hour” Support Services is the best option.

▶▶ Questions about our services, please visit www.asparian.com or contact us at 1(800)880-6090