



## Managed Services

Improve efficiency and reliability of network operations proactively.

New Era helps you increase overall efficiency, and maintain a stable and reliable network environment. The comprehensive reporting capabilities allow you to rationalize IT spending and optimize your strategic IT planning. Priority access to our experienced support technicians and engineers means you have experts when you need them—for a fraction of the price it would cost to expand your team.

### Features

- 24/7 Proactive Monitoring
- 24/7 Alerting
- 24/7 Alarm Resolution & Technician Dispatch
- Web Portal Access
- Remote Access via Web Interface
- Real-time and Historical Reporting
- Option to Add More Support Hours or On-site Engineer

	Platinum	Gold	Silver	Bronze
MONITORING	24x7	24x7	24x7	24x7
ON-SITE ENGINEER	1 Eng. / 1 day per mo.	Optional	Optional	Optional
ON-SITE SLA	4 hours	8 hours	8 hours	8 hours
REMOTE SLA	1 hour	2 hours	4 hours	4 hours
EMAIL SLA	1 hour	1 hour	1 hour	2 hour
SUPPORT HOURS	80	80	40	20