



# Out-of-hours support

## SERVICE SUMMARY

Out-of-Hours Support delivers expert technical assistance outside of business hours 24/7/365. Critical out-of-hours incidents will receive technical support within 30-minutes or less. Furthermore, as a Modern Networks customer, you will benefit from around the clock IT monitoring and alert service, which enables us to identify, investigate and resolve potential issues before they become concerns. Out-of-Hours Support comes as part of your IT support contract at no extra cost.

## KEY BENEFITS

- 24/7/365 remote technical support on critical issues
- Onsite technical support within 4 hours
- 24/7/365 IT monitoring and alerts service.

## VALUE STATEMENT

Increasingly, the workday does not end when normal business hours do. Many employees now work from home and other locations during evenings and weekends. Consequently, Modern Networks offers comprehensive Out-of-Hours Support, which monitors your IT environment around-the-clock and provides an early warning of likely incidents so we can tackle them immediately. At all times, we guarantee a 30-minute response time for business-critical issues. Regardless of the hour, our expert team is on hand to give you peace of mind, dealing with any IT problems when your office is closed for the day.

- Fully supported business 24/7/365
- Lift time zone and normal business hours restrictions.