



## Extended Hours Support Program

*Have round-the-clock access to Progent's online technical support experts to keep information workers productive and critical applications available*



Progent's *Extended Hours Support Program* is an online service that takes our technical support options to the next level. Available to all Progent customers who have a fully

executed Service Agreement, the *Extended Hours Support Program* provides access to general Microsoft support between **6:00 pm to 6:00 am, Pacific Time, and 24 hours on Saturdays and Sundays**, which is beyond our normal service hours.

### Support Services Available During Extended Hours

Progent's *Extended Hours Support Program* provides access to online support for:

- Microsoft Windows Server operating systems
- Microsoft-based server products, such as Exchange
- Windows desktop support
- Microsoft applications such as Word, Excel and Outlook
- Network and system backup and restore
- Simple routing and switching support

Progent's *Extended Hours Support Program* does not currently include support for high-end, specialty applications such as Microsoft SharePoint or SQL Server, or for complex routing and switching issues.

**All support services delivered after hours are invoiced at Progent's standard consulting rates.**

If you choose to sign up for this new program, you are guaranteed:

- Live-answer to your phone call
- Return call of a technical person within 2 hours
- Tracking and resolutions through Progent's Technical Response Center (TRC) ticketing system

### Pricing for the Extended Hours Support Program

Monthly pricing for the *Extended Hours Support Program* is based on the client's company size:

|                           |                 |
|---------------------------|-----------------|
| <b>1-19 Employees</b>     | <b>\$49.95</b>  |
| <b>20-99 Employees</b>    | <b>\$99.95</b>  |
| <b>100-199 Employees</b>  | <b>\$199.95</b> |
| <b>Over 200 Employees</b> | <b>\$249.95</b> |

### About Progent's Technical Response Center

Progent is a Microsoft Certified Partner and provides online network support to businesses in every state in the U.S. Progent's Technical Response Center is committed to providing all customers with the highest quality care available for urgent as well as standard technical issues.

### Contact the TRC Manager

For more details about Progent's *Extended Hours Support Program* or to enroll, call your Progent Business Development Rep directly or call Progent's main number: **800-993-9400**. You can also send an email to **information@progent.com**

### PROGRAM FEATURES

- 24x7 availability of Progent's Technical Response Center
- Extended hours are weekdays 6:00 pm to 6:00 am PST and 24 hours on weekends, plus U.S. National Holidays
- Live answer to your phone call
- Callback from TRC technician within 2 hours
- Tracking and resolutions through TRC's ticketing system

### EXTENDED HELP FOR:

- Windows Server OS
- MS Server products such as Microsoft Exchange
- Windows desktop support
- Microsoft Office applications like Word, Excel, and Outlook
- System backup/restore
- Simple routing and switching

### PROGRAM BENEFITS

- Have access to TRC support expertise whenever you need it
- Avoid costly downtime for online applications and lost productivity for workers
- Budget-friendly pricing

### SERVICE COMMITMENT

- Tickets will be created promptly and accurately
- Acknowledgement from the TRC ticketing system and the issuance of a ticket number
- TRC will request clarification if unsure of any service request
- With each resolved issue, TRC will verify that the customer is comfortable and ready to close the ticket