Redfish Service Level Agreements

**reDFISH TECHNOLOGIES**

We Provide superior Service Level Agreements (SLA) with a range of options covering all types of systems. Our online technical support desk provides the first level of contact and the ongoing access point for tracking your registered support ticket.

Depending on the level of support contract you may have in place, you will have access to a range of options for actioning, such as on-site scheduled maintenance, custom knowledge based articles and training guides.
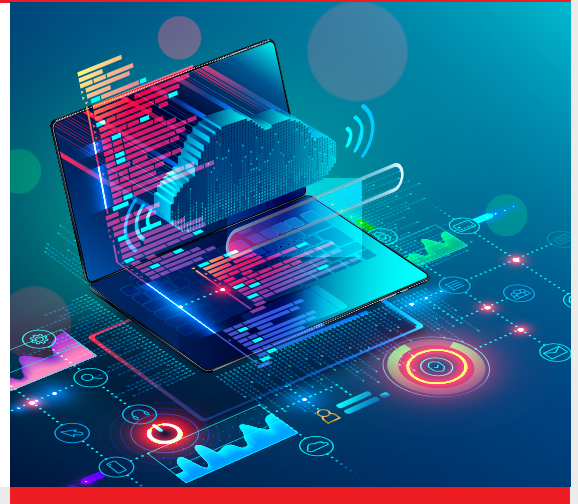
We understand that operational stability of your installed systems are critical to your business operations, so we provide a high level of support to ensure your organisation can manage potential issues if and when they arise.

Redfish support provides:

- Toll Free support number – which allows you to lodge a support ticket 24/7.
- Dedicated support email address, integrated to our support portal and ticketing system.
- Dedicated web-based tracking systems to keep you up-to-date with issues, accessible 24/7.
- Support contract management portal and online renewal.
- Remote access support *depending on your SLA level.*
- Scheduled servicing of systems with regular visits.
- Emergency onsite visits.
- Software and Hardware product assurance, ensuring your systems are maintained to the latest version/model.
- Hot swap system replacement for mission critical product assurance.

Redfish Service Level Agreements

REDFISH BRONZE

- ✓ Priority Support Ticketing System via Redfish Dedicated Support Portal
- ✓ Telephone Support – via 1300 Toll Free number to Redfish Support Portal *Australia Only*
- ✓ Priority Email Support – via Redfish Support Portal
- ✓ Web Portal Support & Knowledge Base Articles – via Redfish Support Portal
- ✓ Remote Connection Support - with valid remote connection allowed by your ICT provider
  using TeamViewer, Redfish can provide a suitable rental PC if required

REDFISH SILVER

All BRONZE level support PLUS One (1) Onsite Scheduled Maintenance Visit per Year

- ✓ 1 x Scheduled Maintenance Visit including cleaning and systems checks
- ✓ 1 x Software Updates where applicable, as required & if covered without software assurance
- ✓ 1 x System Training and Knowledge Transfer to Staff

REDFISH GOLD

All BRONZE level support PLUS Two (2) Onsite Scheduled Maintenance Visits per Year

- ✓ 2 x Scheduled Maintenance Visit including cleaning and systems checks
- ✓ 2 x Software Updates where applicable, as required & if covered without software assurance
- ✓ System Training and Knowledge Transfer to Staff
- ✓ **Additional ONE (1) Ad-Hoc extra on-site extra visit** – upon request – for training and or emergency onsite support

REDFISH DIAMOND

All BRONZE level support PLUS FOUR (4) Onsite Scheduled Maintenance Visits per Year

- ✓ 4 x Scheduled Maintenance Visit including cleaning and systems checks
- ✓ 4 x Software Updates where applicable, as required & if covered without software assurance
- ✓ System Training and Knowledge Transfer to Staff
- ✓ **Additional TWO (2) Ad-Hoc extra on-site extra visits** – upon request – for training and or emergency onsite support
- ✓ **Emergency Call Out** - in the event of a critical failure undertaken as soon as possible.

Redfish Shield or Shield PLUS Support can be added to any of the above support contracts.
These Sheld Contracts cover all the equipment and software that has been installed over and above the standard manufacturer warranty.

REDFISH SHIELD

- ✓ Manufacturer Software Assurance / firmware extended maintenance plan
- ✓ Manufacturer's priority hardware suppot including hot swap replacement where applicable
- ✓ Manufacturer Extended Warranty on hardware installed
- ✓ Critical Equipment Hardware loans if the item is in stock at Redfish Warehouse

REDFISH SHIELD +

All SHIELD items PLUS

- ✓ Spare Mission Critical Hardware Items stored onsite and configured to be used in a "hot swap" capacity.
- ✓ Control Environment Reprogramming to support workflow updates (up to 2 reprograms per year)
- ✓ Retraining at any time for up to 5 staff
- ✓ Dedicated Redfish supplied Teamviewer PC for remote diagnostics