



IST creates comprehensive solutions for your most complex and important IT and electronic, physical and cyber security challenges. We help you do it all — design, integrate, install and maintain your IT systems. With S.H.I.E.L.D, our full life-cycle management program, businesses can stretch security budgets and improve security outcomes by outsourcing aspects of their security system, including infrastructure, specialized staff and ongoing maintenance through our multi-tiered service and support programs. This customized approach makes sure you always have the support you need, without any excess programs or costs you don't.

S.H.I.E.L.D Life-cycle Support Plans

SUPPORT SOLUTION	SECURE	PROTECT	RESPOND
GUARANTEED TELEPHONIC SUPPORT (24/7 CALL CENTER)	Within 1 hour	Within 1 hour	Within 1 hour
GUARANTEED ON-SITE SUPPORT	Same Day 4 Hours	Within 24 Hours	Next Business Day
HARDWARE & SOFTWARE SUPPORT COVERAGE	Same Day 4 Hours	Within 24 Hours	Next Business Day
REMOTE DIAGNOSIS	Same Day 4 Hours	Within 24 Hours	Next Business Day
DEFECT CORRECTABLE	8 Hours	24-48 Hours*	48-72 Hours*
PREVENTIVE MAINTENANCE/ INSPECTION	Semiannual or Quarterly as Required	Annual or Semiannual as Required	\$\$
REMOTE SYSTEM ADMINISTRATION & SYSTEM UPDATES	Semiannual or Quarterly as Required	Annual or Semiannual as Required	\$\$
DOCUMENTATION UPDATES	Annual/Semiannual/ Quarterly as Needed	\$\$	\$\$
OPERATOR / ADMIN REFRESHER TRAINING	Annual/Semiannual/ Quarterly as Needed	\$\$	\$\$
ON-SITE TECHNICIAN	FTE or Partial FTE as Needed	\$\$	\$\$

* Exception for on-site spare parts inventory availability