

# S.H.I.E.L.D SUPPORT PROGRAM PLANS

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.

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

\* Exception for on-site spare parts inventory availability