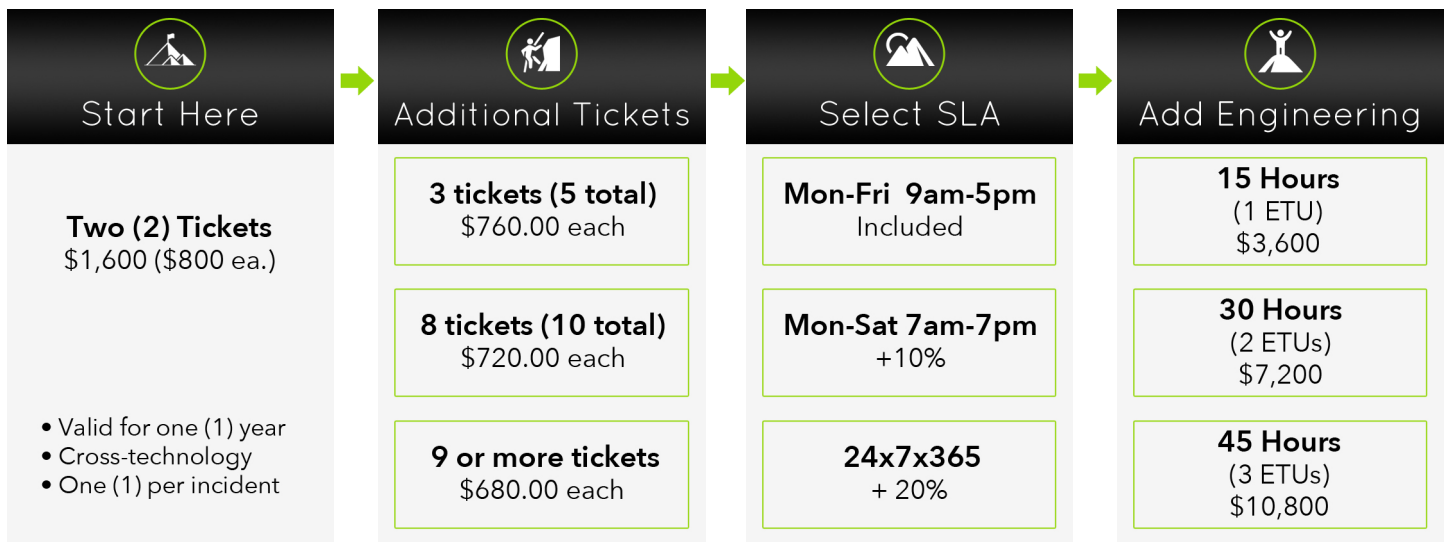# FixIT.

On-Demand Support Services

Delivering help when you need it via our customized incident-based support services.

Forthright's FixIT Subscription Support Services are designed to provide clients with a cost-effective safety net for issues that arise within their environment. Utilizing an incident-based service model, clients can custom configure Forthright FixIT support to meet their unique needs and budget.

Everything needed to get back to business. Forthright's holistic approach provides comprehensive support for our client's complete application delivery environment, enabling us to effectively address whatever goes wrong, and expedite the return to normal operations. Adding Forthright's award-winning IT engineering resources, clients can get the assistance they need with post-support, advanced remediation, and break fix.

Support configured to the unique needs (and budgets) of each client. All FixIT packages start with two (2) support tickets, each offering unlimited phone support. From there, clients can custom configure FixIT support to meet their unique needs – increasing the number of tickets, selecting response SLAs, and adding enterprise engineering services to their service contract.

BUILD YOUR PACKAGE

Start Here	Additional Tickets	Select SLA	Add Engineering
Two (2) Tickets $1,600 ($800 ea.)	**3 tickets (5 total)** $760.00 each	**Mon-Fri 9am-5pm** Included	**15 Hours** (1 ETU) $3,600
	8 tickets (10 total) $720.00 each	**Mon-Sat 7am-7pm** +10%	**30 Hours** (2 ETUs) $7,200
• Valid for one (1) year • Cross-technology • One (1) per incident	**9 or more tickets** $680.00 each	**24x7x365** + 20%	**45 Hours** (3 ETUs) $10,800

SAMPLE PACKAGES

Basic Support

Help Desk Supplementation for Non-Critical Application

2 tickets with M-F / 9a-5p SLA = $1,600

Business Critial Support

Extended Hours and Light Break/Fix Support for Revenue Generating Application

5 tickets with M-S / 7a-7p SLA + 15 hours Enterprise Engineering = $7,780

Mission Critical Support

Around-the-Clock Support with Remediation for Mission Critical Application

10 Tickets with 24x7x365 SLA + 30 hours Enterprise Engineering = $15,360

Forthright.

TECHNOLOGIES SUPPORTED

CITRIX   CISCO   liquidware   aruba   Hewlett Packard Enterprise   vmware

NUTANIX   Microsoft   BROCADE   IGEL TECHNOLOGY   paloalto NETWORKS   DELL

just to name a few...

PROGRAM DETAILS

FixIT tickets are valid for one year from date of purchase. The minimum ticket purchase is two (2). By purchasing a three (3), eight (8), or multi-ticket pack, clients can take advantage of a built-in discount for all tickets purchased.

Each ticket is designated to address one incident. An incident is defined as a question relating to a specific, discrete issue and may involve several interactions with Forthright prior to resolution. Separate support tickets must be purchased for assistance with multiple support incidents.

Ticket resolution is defined as restoration of service. Additional advanced remediation, development of RCAs, scripting, automation, break fix, or any other IT engineering needs, are not included in ticket resolution, but can be addressed with additional paid engineering services.

Clients will assign an individual as the primary point of contact (POC) for Forthright FixIT support. This individual will be responsible for authorizing who can open support tickets, expedition of tickets, acquisition of additional tickets, and any ther management decisions relating to FixIT support.

Tickets will be addressed based on the specific SLA level purchased. A client can elect to upgrade the SLA level on any remaining tickets, but this must be authorized by the primary POC and can only be done during normal business hours of 9-5, M-F.

Tickets are pre-paid and non-refundable. An open ticket cannot be credited back or refunded, even if the issue was resolved without help from a Forthright support engineer (e.g., finding the answer in the product documentation, knowledge base, or on your own).

PRIORITY MATRIX

Support contract SLAs determine when tickets are addressed. Working with our clients, Forthright prioritizes tickets based on the impact and urgency of issue being reported. This ensures optimal response times.

To measure impact we ask, "How many users are affected?" To measure urgency we ask, "How critical is it to the business?"

IMPACT

	Low	Medium	High
High	3	2	1
Medium	4	2	2
Low	5	4	3

URGENCY

Priority	Target Response Time	Target Resolution Time
1	30 Minutes	4 Hours
2	4 Hours	12 Hours
3	8 Hours	2 Business Days
4	1 Business Day	3 Business Days
5	1 Business Day	5 Business Days

Award-Winning IT Solutions

THE CHANNEL CO. CRN Pioneer 250 2016

CITRIX Innovation Award

THE CHANNEL CO. CRN MSP 500 2016

Inc. 5000

THE CHANNEL CO. CRN FAST GROWTH 150 2016

AppSense PARTNER OF THE YEAR 2015