

## One name to remember when you need answers

Manufacturers support their products. Gotham supports your environment.

## Support from the experts you trust

Who better to support your infrastructure than the people who designed and built it?

## The advantage of our partners

Gotham's partnerships with industry-leading manufacturers allow for faster escalation of the most complex support issues.

## The right level of support for your needs

From basic coverage during business hours to 24/7 monitoring with unlimited phone support, Gotham offers coverage to fit your needs and budget.

"I've gotten support from a lot of product manufacturers. They help nail down problems in their own product and send me patches as necessary. But honestly, they're mostly interested in proving that any problem I have isn't their fault. When I call Gotham, they help. If performance is slow, they speed things up; when users are down, they bring them up. No finger pointing, just solutions."

Mike L., Vice President  
Global Bank

## GOTHAM*Watch*

GothamWatch provides 24/7 system monitoring and alerts along with phone support and guaranteed response times from Gotham's Support Desk.

### Features

- Monitors servers, clients, and applications
- Real-time data provided in a clear, concise manner
- Multi-user alarm response model
- Rich diagnostic tools for troubleshooting and proactive monitoring
- Trend analysis and system comparison tools
- Custom monitoring templates and notification rules

## Response Contract

A Response Contract provides the same response time guarantees as its GothamWatch equivalent, without the monitoring system.

## Time Blocks

Time blocks allow you to purchase services time in advance, at a discounted rate, and use it for professional services engagements or for support. Additional discounts apply for long-term projects and customers who also have support contracts.

Gotham provides technical support for clients within our core services and areas of expertise, and offers a variety of support contract options designed to meet our clients' needs and budgets. See [www.gothamtg.com](http://www.gothamtg.com) for a list of currently supported products.

### New Jersey (Headquarters)

1 Paragon Drive  
Suite 200  
Montvale, NJ 07645  
201.474.4200

### New York

1745 Broadway  
18th Floor  
New York, NY 10019  
212.444.4500

### Connecticut

4 Research Drive  
Suite 402  
Shelton, CT 06484  
203.661.1400

### Pennsylvania

1650 Market Street  
36th Floor  
Philadelphia, PA 19103  
267.675.7075

## TIME BLOCKS

Service time is deducted from the block in units, corresponding to the Gotham resource required to perform specific services:

Title	Project Roles	Units / Hour
Principal Architect	Project direction and technical oversight in enterprise engagements.	3.2
Technical Specialist	Design and implementation of specialized solutions, particularly security or data center technologies.	2.6
Technical Architect	Analysis and design; technical leadership in enterprise engagements; implementations requiring specialized areas of expertise.	2.4
Systems Engineer 3	Enterprise solutions implementation in pilot and production environments; design and implementation of smaller-scale solutions.	1.8
Systems Engineer 2	Implementation of smaller-scale solutions.	1.4
Technical Writer	Deliverable project documentation.	1.4
Project Manager	Logistical and administrative support; tracking progress against project plans; status reports.	1.4
Systems Engineer 1	Engineering support for enterprise solutions; desktop support for rollouts and upgrades.	1.0

## RESPONSE CONTRACT

Basic	Advanced	Premium	Premium Unlimited
\$9,162.50	\$11,565.00	\$17,565.00	\$23,500.00
<ul style="list-style-type: none"> <li>4-hour phone response guarantee from Gotham's support desk</li> <li>Phone, remote, Web, and e-mail support available Monday-Friday; 8 AM-6 PM</li> <li>1 hour minimum support billing; 50 support units included</li> </ul>	<ul style="list-style-type: none"> <li>2-hour phone response guarantee from Gotham's support desk</li> <li>Phone, remote, Web, and e-mail support available Monday-Friday; 24 hours</li> <li>1/2 hour minimum support billing; 50 support units included</li> </ul>	<ul style="list-style-type: none"> <li>2-hour phone response guarantee from Gotham's support desk</li> <li>Phone, remote, Web, and e-mail support available 24x7x365</li> <li>1/4 hour minimum support billing; 50 support units included</li> </ul>	<ul style="list-style-type: none"> <li>2-hour phone response guarantee from Gotham's support desk</li> <li>Phone, remote, Web, and e-mail support available 24x7x365</li> <li>Unlimited support included</li> </ul>

Premium Unlimited includes unlimited phone, remote, web, and email support for up to 30 servers in one region (additional servers: \$50 per server, per month.) Gotham will conduct an audit of existing servers upon execution of contract and reserves the right to conduct a quarterly true up.

## GOTHAMWATCH

Basic	Advanced	Premium
\$10,112.50	\$19,000.00	\$27,500.00
<ul style="list-style-type: none"> <li>Automated alerts</li> <li>Monthly reports</li> <li>Installation of collection server</li> <li>Three authorized contacts; additional contacts \$1,000 each</li> <li>Up to 10 device licenses</li> <li>Installation of first 10 agents</li> <li>1 GothamWatch Mobile Console Account</li> </ul>	<ul style="list-style-type: none"> <li>Automated alerts</li> <li>Monthly reports</li> <li>Installation of collection server</li> <li>Three authorized contacts; additional contacts \$1,000 each</li> <li>Up to 20 device licenses</li> <li>Installation of first 20 agents</li> <li>1 GothamWatch Mobile Console Account</li> <li>1 GothamWatch Console Account</li> </ul>	<ul style="list-style-type: none"> <li>Automated alerts</li> <li>Monthly reports</li> <li>Installation of collection server</li> <li>Three authorized contacts; additional contacts \$1,000 each</li> <li>Up to 30 device licenses</li> <li>Installation of first 30 agents</li> <li>1 GothamWatch Mobile Console Account</li> <li>1 GothamWatch Console Account</li> <li>Quarterly Network Assessment Report</li> </ul>
<ul style="list-style-type: none"> <li>4-hour phone response guarantee from Gotham's support desk</li> <li>Phone, remote, Web, and e-mail support available Monday-Friday; 8 AM-6 PM</li> <li>1 hour minimum support billing; 25 support units included</li> </ul>	<ul style="list-style-type: none"> <li>2-hour phone response guarantee from Gotham's support desk</li> <li>Phone, remote, Web, and e-mail support available Monday-Friday; 24 hours</li> <li>Unlimited support included</li> </ul>	<ul style="list-style-type: none"> <li>2-hour phone response guarantee from Gotham's support desk</li> <li>Phone, remote, Web, and e-mail support available 24x7x365</li> <li>Unlimited support included</li> </ul>

### Additional Servers: Total Servers / Cost per Server per Month

11 to 30 / \$115.00	100 to 499 / \$65.00
31 to 49 / \$100.00	500 to 999 / \$50.00
50 to 99 / \$85.00	1,000 + / \$45.00