MONITORING AND SUPPORT SERVICES

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.

GOTHAM*Watch*

GothamWatch provides 24/7 system monitoring and access to Gotham's Support Desk for level-2 help desk support.

Features

- Automated alerts
- Installation of collection server
- GothamWatch Console account
- Monitoring of all devices under contract including networking and storage devices. 24x7 support is provided for:
    - Citrix Virtual Apps & Desktops, ADC
    - Microsoft Windows Server
    - Microsoft Active Directory
    - VMware vSphere

Response Contract

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

Time Block

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 for a list of currently supported products.

GOTHAM
technology group, LLC

Montvale NJ ▪ New York NY ▪ Shelton CT ▪ Philadelphia PA
www.gothamtg.com

GOTHAMWATCH

All GothamWatch contracts include automated alerts; monthly reports; installation of collection server; phone, remote, web, and e-mail support; and one GothamWatch console account.

	Basic $10,112.50	Advanced $19,000.00	Premium $27,500.00
Device licenses	Up to 20	Up to 30	Up to 50
Installation of agents	First 10	First 20	First 30
Phone response guarantee	4 hours	2 hours	2 hours
Support available	Monday-Friday; 8 AM - 6 PM	Monday-Friday; 24 hours	24x365
Support included	25 support units; 1 hour minimum support billing	Unlimited	Unlimited

Additional devices: $45 per month.

GOTHAMRESPONSE

	Basic $9,162.50	Advanced $11,565.00	Premium $17,565.00
Phone response guarantee from Gotham's support desk	4-hour	2-hour	2-hour
Phone, remote, web, and e-mail support available	Monday-Friday; 8 AM - 6 PM	Monday-Friday; 24 hours	24x365
Support included	50 support units; 1 hour minimum support billing	50 support units; 1/2 hour minimum support billing	50 support units; 1/4 hour minimum support billing

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.	3.0
Technical Architect	Analysis and design; technical leadership in enterprise engagements; implementations requiring specialized areas of expertise.	2.6
Systems Engineer 3	Enterprise solutions implementation in pilot and production environments; design and implementation of smaller-scale solutions.	2.0
Systems Engineer 2	Implementation of smaller-scale solutions.	1.8
Systems Engineer 1	Engineering support for enterprise solutions; desktop support for rollouts and upgrades.	1.1
Technical Writer	Deliverable project documentation.	1.4
Project Manager	Logistical and administrative support; tracking progress against project plans; status reports.	1.4