

Managed Services & Support

GothamWatch

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

Monitoring is provided for all devices under contract including networking and storage devices. 24x7 unlimited support is provided for items under contract.

This service is also available as a monitoring-only solution, GothamWatch Lite.

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

www.gothamtg.com

24X7 MONITORING AND LEVELS 2 AND 3 SUPPORT FOR YOUR VIRTUAL INFRASTRUCTURES AND END USER COMPUTING ENVIRONMENTS.

Support Desk Response Contracts

Response Contracts provide access to our support desk, with guaranteed response times.

Contracts are available at a variety of price points to meet your needs and budgets – ranging from 4-hour response during business hours to 2-hour response 24x365.

Response contracts include Gotham Time Blocks from which time is drawn down as support is delivered.

Contact your Gotham Account Manager for additional details regarding any of these services or to arrange a consultation.

Time Blocks

| Title | Project Role | Units / Hour |
|----------------------|---|--------------|
| Principal Architect | Project direction and technical oversight in enterprise engagements. | 3.4 |
| Technical Specialist | Design and implementation of specialized solutions, particularly security or data center technologies. | 3.1 |
| Technical Architect | Analysis and design; technical leadership in enterprise engagements; implementations requiring specialized areas of expertise. | 3.0 |
| Systems Engineer 3 | Enterprise solutions implementation in pilot and production environments; design and implementation of smaller-scale solutions. | 2.3 |
| Systems Engineer 2 | Implementation of smaller-scale solutions. | 2.0 |
| Systems Engineer 1 | Engineering support for enterprise solutions; desktop support for rollouts and upgrades. | 1.2 |
| Technical Writer | Deliverable project documentation. | 1.4 |
| Project Manager | Logistical and administrative support; tracking progress against project plans; status reports. | 1.4 |

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 \$12,500.00 | Advanced \$22,500.00 | Premium \$29,500.00 |
|--------------------------|--|-------------------------|------------------------|
| 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 |

Gotham Response

| | Basic \$10,500.00 | Advanced \$14,500.00 | Premium \$19,500.00 |
|--|--|--|--|
| Phone response guarantee | 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 |

