

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 for a list of currently supported products.

GOTHAMWATCH

All	Basic \$10,112.50	Advanced \$19,000.00	Premium \$27,500.00
Automated alerts Monthly reports Installation of collection server 3 authorized contacts; additional contacts \$1,000 each 1 GothamWatch Mobile Console Account Phone, remote, Web, and e-mail support 1 GothamWatch Console Account	Up to 20 device licenses 4-hour phone response guarantee from Gotham's support desk Support available Monday- Friday: 8 AM-6 PM 1 hour minimum support billing; 25 support units included	Up to 30 device licenses 2-hour phone response guarantee from Gotham's support desk Support available Monday- Friday: 24 hours Unlimited support included	Up to 50 device licenses 2-hour phone response guarantee from Gotham's support desk Support available 24x7x365 Unlimited support included Quarterly Network Assessment Report
Additional Devices: \$45 per Month			

GOTHAMRESPONSE

Basic \$9,162.50	Advanced \$11,565.00	Premium \$17,565.00
4-hour phone response guarantee from Gotham's support desk Phone, remote, Web, and e-mail support available Monday-Friday; 8 AM-6 PM 1 hour minimum support billing; 50 support units included	2-hour phone response guarantee from Gotham's support desk Phone, remote, Web, and e-mail support available Monday-Friday; 24 hours 1/2 hour minimum support billing; 50 support units included	2-hour phone response guarantee from Gotham's support desk Phone, remote, Web, and e-mail support available 24x7x365 1/4 hour minimum support billing; 50 support units included

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