

Help Desk Custom Service Solution

TechCare[®] Operating System & Application Support

Help Desk Support

Multi-User Solutions (MUS) TechCare[™] programs provide Resellers, End-Users and System Administrators with unlimited access to MUS's certified and trained technical staff. These flexible programs keep your system(s) working efficiently and productively.

Annual Unlimited Telephone & E-mail Support Agreements

- 1, 2 and 3-Year Agreements
- 1-Hour Response Upgrade
- 8 a.m. to 5 p.m., Monday - Friday
- Unlimited Service Requests
- 24/7 Coverage Option
- Multiple & Single Server Agreements
- Assigned Account Manager

One-time Support

- Flat Rate Fee - Per Problem*
- 1-Hour Response

Hourly Support Packages

- 7, 15 & 24-Hour Packages
- 8 a.m. to 5 p.m., Monday - Friday
- 24/7 Coverage Option
- 1-Hour Response Upgrade
- Unused Hours Applied to Renewal

Problem* Call Packs

- 5, 10 & 20 Call Packs
- 2-Year Expiration
- 1-Hour Response
- 8 a.m. to 5 p.m., Monday - Friday
- 24/7 Coverage Option

* A problem is considered one error code or related incident causing trouble with associated operating system.

We recognize how critical computer systems are to your business. Our support services are built to insure you will receive quick and accurate resolutions.

MUS Support Agreements offer flexible coverage alternatives to meet your needs. Additionally, you can upgrade from any of our standard response times and coverage hours to our Premium Services. These services provide one-hour response times and 24 by 7 coverage options.

If you prefer, we also offer time and materials services. With this option, our fee for help desk telephone support is \$75 per hour. You also pay the cost of any parts needed and on-site service required.

 Multi-User Solutions is an **CALDERA** Authorized Service Center for Caldera[®]. MUS has long set the standard for high quality, responsive and professional technical support. By purchasing one of our support agreements, you gain full access to our certified service specialists.

Support Options:

- Custom Support Plans Available
- 24/7 Help Desk
- Unlimited Toll-free Telephone Support
- One-time or Hourly Support
- E-mail Support



Help Desk Services - Features & Benefits

Assigned Account Manager

Account Managers are assigned to take responsibility for your overall satisfaction. By overseeing your TechCare™ support, the Account Manager determines if your call needs to be escalated. Your Account Manager is also responsible for keeping you up-to-date through the resolution process.

Priority Response

To address your need for more critical systems, you may choose to upgrade your response times. One-hour response times are offered on all telephone support agreements.

Call Ownership

The Support Engineers are responsible for ensuring issues are resolved quickly and efficiently. Should a call need to be escalated, you will be kept informed of your call status until the problem is resolved to your satisfaction.

24/7 Coverage

For our customers with systems in need of additional hours of support, you can extend your coverage to 24 hours a day, 7 days a week.

Features

- Toll-free telephone access
- One-hour priority response available
- Two authorized customer contacts
- Annual telephone & e-mail agreements with an unlimited number of service requests
- 24/7 coverage options

Benefits

- Support for multiple sites by telephone or on-site response
- Customized support packages
- Fast responses on critical issues
- Continuous updates throughout resolution process
- Concentrate on your core competency



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