



MAINTENANCE OVER VIEW

MAINTENANCE & SUPPORT MATRIX OF SERVICES	GVS Pillar III	GVS Pillar II	GVS Pillar I	GVS Base Relief	
Mission-Critical Environment	Bi-Annual				
Patch & FCO Management					
Hardware Firmware upgrade					
Interface Card upgrade					
Software release planning					
Skills assess & personalized training					
Data Asset Management					
Counseling Services					
Account Support Reviews					
Hardware release planning					
3rd Party Integration*					
Out of warranty product Coverage					
Networking Suport			M-F 8-5 (4hr)		
FireWall Suport					
Next day Shipping Payed					
Remote System monitoring					
On-site H/W service coverage	7X24 (2hr)*	M-F 8-5 (4hr)			
On-Site H/W Service Response	7X24 (2hr)*	M-F 8-5 (4hr)			
Customer-definded priority					
Parts Replacement	Same Day	Same Day			
Cluster Implimentation & Support			M-F 9-5 (8hr)		
Preventative Maintenance					
H/W Bundled w/Embedded S/W					
Telephone Support Coverage	7X24 (2hr)*	M-F 8-5 (4hr)	M-F 9-5 (8hr)		
Telephone support response					
Remote dial-in analysis					
Software patches					
Software upgrades					
Return to Depot					
Return Shipping					
Service Options					
Maximum Availability					
GVS VIP program					
On-Site Spare Parts Service					
On-IT Installation Service					

Features Shown are representative of service delivered in United States.

Program features are subject to local availability. Consult a GVS sales representative for additional information.

