Token Based Support

**We hope you'll never need us,
but we're here when you do...**

"We've experienced a power outage and our business continuity plan failed. Everything's down and we need help to get up and running again."

While systems generally behave themselves, there are times when things go wrong and you need an answer fast. Token Based Support is like an insurance policy. We hope you never need to use it, but it's there in times of crisis and uncertainty, or where you need a qualified opinion

Whether you've exhausted your in-house knowledge or require emergency assistance with a P1 issue, our specialists can provide help where you need it most. Token Based Support puts specialists at your fingertips, helping troubleshoot everything from performance degradation to a site-wide P1 event, and everything in between.

Furthermore, we can advise on how to undertake complex system changes, with access to 24x7 support across a wide range of technologies from the likes of Microsoft, Check Point, Cisco, HPE, VMwre and Citrix.

So how does it work?

Our service provides a low-cost safety net, enabling you to get in touch with our experts night and day. Simply select the support you require and get in touch when you need to.

- Packs are procured up front in batches of 5, 10, 20 or 50, with each expiring after a 12 month period or when they are consumed
- Each token entitles you to up to 3 hours worth of specialist support - no roll-over of unused time is permitted between tickets.
- Once a token is activated, we'll provide non-invasive remote support using RescueAssist, for supported vendors and technologies
- Tokens are not refundable or transferable, nor can they be carried over to any further agreements or consultancy
- Should you find that an additional level of support is required, packs can be upgraded to the next tier
- While support is provided over the phone, we'll connect to your environment to conduct analysis and make our recommendations
- Connections will be via a secure RescueAssist session, with our consultant being shadowed by a designated member of your staff.
- In the unlikely event that further escalation is required, we'll manage this on your behalf with the appropriate vendor, subject to you having a direct support agreement in place (e.g. with Citrix)
- Each month, we'll provide an automated report via email, detailing tickets logged, the reason and the requester

Why choose Ultima?

Our specialists are here day and night to help resolve the issue with your team, providing you with confidence to implement the advice we provide.

Straightforward - Simply choose the service and number of tokens you require and we'll do the rest. In fact, the more you buy, the cheaper the per-token price.

24x7 Support - Once you're on our system, feel free to contact our service desk in order to log an incident or support request with our third line teams.

A Safety Net - Perfect for organisations who don't require a full blown managed service, but want the security that comes with knowing that they have access to a team of experts.

One Number, Simplified Access - Receive direct access to our ServiceNow portal to view live updates on your open incidents and track them to resolution.

Find out more about Token Based Support

Ultima

Our Service

Service Plans

Despite best intentions, IT teams can sometimes find themselves lacking the skills or experience to handle the kind of challenges posed by today's technologies. Token Based Support solves this by providing access to two tiers: Essentials and Ultimate, allowing you to select the appropriate level of support for your skills gaps and service requirements. Each tier contains a set of supported products, from leading IT vendors.

Priority	Essentials	Ultimate
Hours of Support	9-5, M-F	24x7
Supported Products	Standard	Enhanced
Guaranteed Response SLA	Standard	Enhanced
Monthly Reporting	✓	✓
Vendor Escalation	✓	✓
Advisory Services	-	✓

Response SLAs

- **P1** - Core business systems / sites are down or severely affected. Security may be compromised
- **P2** - Multiple users affected with moderate impact across sites and systems. Issue may be intermittent
- **P3** - Degraded performance, resulting in minimal impact to a small number of users
- **P4** - Non-urgent or non service affecting, as well as requests for information, advice or guidance

Priority	Standard	Enhanced
P1	2 Hours	1 Hour
P2	4 Hours	2 Hours
P3	8 Hours	4 Hours
P4	12 Hours	8 Hours

Limitations and Exclusions

Tokens are not refundable or transferable, nor can they be carried over to any further agreements or consultancy. The following exclusions apply, which are detailed within our token-based support agreement;

- Implementation, configuration and product exploitation
- Application updates, patches and version upgrades
- Products no longer covered by vendor support
- Altered, damaged or modified products
- Third party scripts
- Problems caused by negligence or misuse / misapplication
- On site support and consultancy services
- Running health check tools or producing output reports
- Solution design and planning
- Hardware maintenance, break / fix and upgrades
- Project work

About Ultima

Formed in 1990, Ultima has developed into one of the UK's leading, cloud, security and digital workspace companies, focused on the provision of tailored IT solutions and services, including the design, delivery and support of industry-leading technologies, backed by the very best in 24x7 support from our dedicated technical service centre.

Supported Vendors

Microsoft   vmware   DELLEMC   Hewlett Packard Enterprise   CISCO

CHECK POINT   citrix   ivanti   mimecast   NetApp

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