



Netria Corporation is an IT company offering support and maintenance for Networking, Storage & Servers to all businesses interested in cutting their costs.

We strive in the following:

- Quality support at a price point designed to win
- Fast turn times on quotes (within 24hrs)
- Flexibility on agreements
- Easy to do business with philosophy doing the “right thing”

Our Smart Desk is always available around the clock staffed with a professionally trained team of First Responders. The Netria team is passionate about Commitment Accountability and Perfect Effort.

Our Smart Desk ensures:

- Professionally staffed 24/7/365 with 3 shifts when you experience a problem we are here.
- Smart NOC – More than a traditional call center with complete redundancy
- First Responders – Open your trouble ticket collect necessary information including any error logs.
- Rapid Escalation– Tier 4 advanced engineering eliminating the frustration of dealing with the standard tiered approach delivering faster resolution to your problem tickets

Equipment we support:

<u>Servers</u> Dell IBM HP Sun/Oracle Super Micro	<u>Networking</u> Cisco Juniper Brocade Extreme	<u>Data Storage</u> Netapp/FAS EMC/Clarion/VNX/VMAX/DMX HP/3PAR/EVA Hitachi
<u>Server Blades</u> Cisco/HP/DELL/IBM		<u>Tape Storage</u> HP/DELL/IBM/STK/ADIC OVERLAND/QUANTUM



The Smart SLA 24x7x4, 24x7xNBD and 8x5xNBD

24x7x4

24x7x4 refers to the help desk is available via phone 24 hours a day 7 day a week 365 day a year. 24x7.

X4 refers to the time after a call is opened, Auto support, show-tech or error logs and/or requested information have been received and an initial diagnosis has been determined. At this point the time frame is a 4-hour response to have an FE onsite at the customer location.

24x7xNBD

24x7xNBD refers to the fact the help desk is available via phone 24 hours a day 7 day a week 365 day a year.

NBD refers to the FE will arrive onsite the next business day.

8x5xNBD

Both the Help Desk and FE onsite response are available 8x5 during normal business hours. NBD means the FE will arrive at the customers site the next business day after the trouble ticket was opened.

The Following Services are covered by this SLA:

- Trained telephone support
- Access to Tier 4 Engineer's
- Tickets opened via email or 800#
- Failed parts replacement
- On-Site FE to customer site
- Hardware Break/Fix Support