



Aura Alliance Service Levels (Jan 2011)

Service Delivery	Elite Plus	Elite	Standard Plus	Standard	Basic
Coverage Hours:					
Help Desk	7 x 24	5 x 24	9am-6pm, M-F	9am-6pm, M-F	9am-6pm, M-F
Software Support	7 x 24	5 x 24	9am-6pm, M-F	9am-6pm, M-F	9am-6pm, M-F
Response Times:					
Helpdesk/Remote	1 hrs	1 hrs	4 hrs	4 hrs	NBD
On Site	4 hrs	4 hrs Major 8 hrs Minor	4 hrs Major 8 hrs Minor	NBD	X
Software Cover:					
Software Support	Standard	Standard	Standard	Standard	Standard
Software Support plus Upgrades	Optional	Optional	Optional	Optional	Optional
Hardware Cover :					
Hardware Replacement	YES	YES	YES	X	X

Contact:

Aura Alliance Ltd
+44 20 7075 1451

enquiries@auraalliance.com