

QuikAssist™ Support Plans

The Challenge

Putting in a network is enough of a challenge for most businesses. Once the network is in, keeping it running is critical to business success. Lost productivity, disruption and down-time can easily occur if support is not responsive and skilled.

With the ever-increasing complexities of today's computers, networks and software, businesses need a technical resource they can rely upon.



QTS is a leading network integrator serving NJ/NY businesses for over 10 years, with strategic relationships with Microsoft, Cisco, Symantec, Check Point, Novell, Citrix, HP and other partners. QTS specializes in Security, Network Management and High Availability solutions to maximize network up-time. QTS implements solutions that help customers grow their business, reduce costs or create competitive advantage.



The Solution

Whether assistance is needed to support an internal technical staff or to serve as an external technical staff, QTS is the right choice. QTS' QuikAssist™ Support Plan provides you with responsive support from a dedicated team of highly skilled network engineers in our Customer Support Center.

QuikAssist plans provide the two most critical aspects of a technical support plan – **priority response** and **discounted support rates**. As a support plan customer, you will have priority access to our top-level technical staff. You get to choose the priority level that best matches your company's needs and budget:

- The **QTS QuikAssist Standard** plan includes a 4-hour priority response time, and the opportunity to get discounts off of the technical support rates for non-scheduled emergencies.
- The **QTS QuikAssist Gold** support plan is identical to the standard plan but with a 2-hour priority response time for technical support emergencies.

QTS QuikAssist Support Plans are purchased either as an annual fee or by prepaying 40 hours of discounted service and renewing the prepaid time as it depletes.

(973)984-7600 – Fax (973)984-7650
info@QTSnet.com - www.QTSnet.com
201 Littleton Road
Morris Plains, NJ 07950

QuikAssist™ Key Benefits

- Responsive support from a dedicated team of highly skilled network engineers in our Customer Support Center.
- Discounted rate for support services.
- Access to off-hours support for server emergencies.
- Priority service over non-QuikAssist customers.
- Guaranteed response time of 4 hours to begin working on technical support issues, with 2 hour option available.
- Easy administration and simple billing.
- Ability to purchase QuikAlert Daily Monitoring Service, and other proactive service offerings.
- Worry-Free Networking!

Call 973-984-7600 for more information on QuikAssist, or for a tour of our Customer Support Center.