IRIS - Token Based Support

For organisations looking to continue supporting their own environment, but wish to call upon a third-line escalation service in the event of a P1 emergency or when an issue arises which lies outside of their comfort zone, Ultima offer a flexible token-based reactive support service. Designed to provide remote technical investigation, guidance and advisory services, IRIS provides you with the confidence to take action.

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

Flexible Contracts
Three levels of support, in packs of 5, 10, 20 & 50 units. The more you purchase, the cheaper the per-token price.

Predictable Service Costs
One token relates to three hours of support. Simply select the type of support you need.

Annualised Support
Benefit from a 12 month contract - Essentials, Advanced or Ultimate support - Purchase tokens at any time.

Unified Support
Covers solutions from Microsoft, VMware, Citrix, HPE and Cisco, with escalation direct to the vendor.

Check Point
As a Four Star Elite partner, we provide a separately priced support contract for a wide range of Check Point products.

Your Safety Net

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. Whether you have exhausted your in-house knowledge or require assistance with a P1 issue, our specialists can provide help where you need it most. From advice around best practice and health check results, to the validation of an upcoming change or deployment, we can provide unified, round the clock support for a wide range of solutions from the likes of Microsoft, Cisco, Dell EMC, Check Point, Citrix, HPE, Ivanti and VMware.

IRIS is easy to set up and consume. Simply choose the service and number of tokens required, and pay a low-cost per token price. In fact the more you buy, the cheaper the per token price. Once you are set up on our system, you are free to contact our service desk by phone, portal or email, in order to log an incident or support request. Depending on the nature of the call, we may ask you to provide a range of information to aid us in our evaluation and diagnosis of the problem.

Access to three tiers of support, covering standard and enhanced product sets, from 9-5 to 24x7

Designed to provide a low-cost safety net, this contract is the best introduction to our technical team

A simple 12 month agreement. Consumption-based pricing, with the ability to top up at any time

Direct access to our ServiceNow portal to view live updates on your open incidents and queries

> *While systems generally behave themselves, there are times when things go wrong and you need an answer fast. Our token-based support is like an insurance policy. We hope you never need to use it, but it's there in a time of crisis & uncertainty, or where you need a qualified opinion* **Dave Hampton - Service Desk Manager - Ultima**

IRIS - Token Based Support Service Plans

IRIS provides support for the following products. Those with additional highlighting are considered to be part of our Ultimate tier only. Should you find that an additional level of support is required, contact your account manager to discuss upgrading. Unused tokens will be carried forward to the new agreement and you just pay the difference.

› **AppSense** - **DesktopNow**

› **Check Point** - Capsule Cloud, Cloudgard IaaS, DLP, Firewall Suite, Threat Prevention, ThreatCloud MSS, VPN

› **Cisco** - **ASA / Firewalls, FirePOWER, Core Switcing, Nexus, VPN and Remote Access**

› **Meraki** - Wireless, Firewalls, Switching

› **Citrix** - NetScaler, StoreFront, XA, XD, **XM**

› **Dell EMC** - Servers

› **HPE** - **Core Switching, Servers**

› **Microsoft** - AD, **ADFS, Azure, InTune, Hyper-V**, Exchange, Office 365, RDS, **SQL, SCCM**, SCEP, Windows Server, WSUS

› **VMWare** - **ESXi, VCenter and vSphere**

SERVICE FEATURES	ESSENTIALS	ADVANCED	ULTIMATE
Hours of Support	09:00-17:00, Mon-Fri	07:00-19:00, Mon-Fri	24 x 7
Supported Products	Standard	Standard	Enhanced
Guaranteed Response SLA	-	Standard	Enhanced
Report - Monthly Ticket Usage	-	✓	✓
Vendor Escalation	-	✓	✓
Advisory Services and Change Support	-	-	✓
Service Escalations Management	-	-	✓

How To Buy?

Simply contact your Account Manager or email our team at **escal8@ultima.com** and we will be able to advise you on which is the best service for your needs and help get you set up.

As part of the registration process, you will be required to sign a contract outlining the tier of service taken, the number of tokens purchased, alongside the start and renewal dates. In addition, you will need to nominate individuals and their roles, who will be authorised to raise incidents with us.

SERVICE	5	10	20	50
Ultimate	£1,857	£3,571	£6,857	£16,429
Advanced	£1,679	£3,214	£6,143	£14,643
Essentials	£1,500	£2,857	£5,429	£12,857