



GCT Operations Centre Services

Service Choice	BRONZE	SILVER	GOLD	PLATINUM
Availability	weekday 8am-6pm	weekday 8am-6pm	Mon-Sat 8am-6pm	24x7
Features		Monitoring and Alerting	Monitoring and Alerting	Monitoring and Alerting
			Change Management & Planning	Full Managed Service
Service Options				
Technical Consultancy service by accredited technical consultants	included	included	included	included
Remote Incident Diagnosis	included	included	included	included
Installation advice for Patches & Service Packs	included	included	included	included
Service Level Agreement (including contracted 1 hour response time)	included	included	included	included
Service Management & Reporting	option	included	included	included
Service Reporting	option	included	included	included
Technical Account Manager	option	included	included	included
Performane and Availability Analysis	option	included	included	included
Capacity Planning	option	included	included	included
Patches and Service Packs: Evaluation, Testing, and Installation.	option	option	included	included
GCT Extranet (incident logging, tracking, points statements, technical documents)	option	option	included	included
Remote Incident Resolution	option	option	included	included
Change Management Planning	option	option	included	included
Scheduled Change Management Execution	option	option	included	included
Dedicated Managed Vendor Escalation	option	option	included	included
Onsite Assistance	option	option	option	included
24x7 Uplift	option	option	option	included
Quarterly Health Check	option	option	option	option
Technical Training	option	option	option	option
Support Points				
Minimum number	20	50	80	12 included