



AMS.NET
Technology Solution Provider

Supplement Your Internal Technical Resources

To protect your investment and ensure your network and equipment are running at optimum levels, AMS.NET offers a host of support and maintenance plans. Whether you need full 24x7 support or your in-house IT staff need assistance with a particular technology, AMS.NET has a plan to meet your requirements.

Managed Services

If you need to supplement IT resources or are looking for the support of a hosted model, AMS.NET managed services agreements can provide that support and free up IT resources for more strategic projects. Voice, Wireless, WAN, and Video Surveillance Managed Services services are available. Agreements provide troubleshooting and repair, system updates and upgrades, configuration changes and backup, monitoring, monthly reporting and configuration of failed equipment covered under contract.

Guaranteed Response Plan

When you need to have backup technical assistance available on a limited basis, our Guaranteed Response Plans can provide you with certified experienced technical experts. These plans offer guaranteed response time during normal business hours. Pre-scheduled after-business hour technical support is available at a higher rate. Available in blocks of up to 10, 20, 30 or 40 hours.

Technical Support Packs (TSPs)

Technical Support Packs provide technical expertise for your non-emergency projects. Several TSPs are available in blocks from \$500 to \$8,000 to accommodate the amount of support needed. Commit to larger support packs for discounted rates and save up to 20%.

Flex Time Plans

AMS.NET Flex Time Plans provide flexible support for both urgent and scheduled support requests. Flex Time plans response times are based on the support request and urgency. Local certified and experienced technical experts will provide remote, on-site or telephone support in up to a 4 hour response time.

Professional Services



Professional Services Highlights

- ▶ Support and Maintenance of Your Technology Investments
- ▶ Emergency Support
- ▶ Planned Project Support
- ▶ Hosted-Type Technical Support
- ▶ Technology Specific Managed Services-Voice, Wireless, WAN, Video Surveillance
- ▶ Technical Support and Troubleshooting
- ▶ Management and Monitoring
- ▶ Host of Various Plans Available

Celebrating More Than **25** Years

Learn More!

Go to www.ams.net/services
800-893-3660