



**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.

### Standard Flex Time Plans

Standard Flex Time Plans offer flexible support for both urgent and scheduled support requests. The standard plan is recommended for routine changes, moves/adds/changes, troubleshooting/repair, project management and cabling services. 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.

### Premium Flex Time Plans

Premium Flex Time Plans provide consulting and professional services to supplement your technical staff and support complex technology solutions. Highly experienced engineers are available for advanced technical support where needed. Whether you need assistance with configuration changes, latency issues, design services, installation, multiple manufacturer integrations, troubleshooting or other professional services, Premium Flex Time plans can be used for these services. Plan provides a top-level engineer or customer preferred engineer for scheduled service and the top-level engineer that is available for cases that require an immediate response. Flex Time plans response times are based on the support request and urgency. We will provide remote, on-site or telephone support in up to a 4 hour response time. 24x7 plans are also available.

## 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
- ▶ Management and Monitoring
- ▶ Technical Support and Troubleshooting
- ▶ Consulting Services for Advanced Technical Support
- ▶ Host of Various Plans Available

Celebrating More Than **25** Years

Learn More!

Go to [www.ams.net/services](http://www.ams.net/services)  
800-893-3660