

**Time Technology is 100% dedicated to the provision of solutions and services to the Lotus community. We work hard to help these businesses maximise the value from their IBM Lotus investment. We do this by providing cost effective consulting, delivery and support expertise, and by partnering with a select group of product vendors that have solutions that we believe provide significant business advantage to our customers.**

Our Time Assurance Management and Support packages are designed to enable our customers to focus their IT resources towards the business. Our flexible approach facilitates the construction of a solution to meet the needs of businesses of differing sizes and complexity.

## TimeAssurance™

### Management and Support Solutions

#### Services

- Technical Support
- Infrastructure Management
- Managed Hosting
- Application Support
- Application Maintenance

#### Benefits

- Better utilisation of IT resources
- SLA's in tune with business needs
- Fast access to qualified skills
- Services to match customer environment

## TimeAssurance™

### Management Contract

- Unlimited Technical Support with call logging via Telephone or Online
  - Service available 9:00 - 18:00 on normal working days
  - Published Service Level Agreement
  - Healthchecks included based on environment
  - Account reviews with SLA reporting
  - Industry leading helpdesk system - ITIL compliant
- Single Contract Coverage for all IBM Lotus Software
  - Subject to audit of environment
  - Lotus Notes/iNotes
  - Domino Server
  - Sametime family
  - Quickr
  - Domino.doc
  - Lotus Traveller
  - Blackberry Enterprise Server (on Domino)
- Coverage for bespoke applications
  - Subject to Audit
- Structured Packages to suit all environments.
  - Best option to suit size, complexity and level of service required
- Optional Managed Services to add to contract
  - Infrastructure Management
  - Managed Hosting
  - Application Maintenance
  - Blackberry Administration
- Easy and responsive access to specialist skills
  - Technical Consultancy
  - Application development and customisation
  - End user & technical training
  - Solution deployment
  - IBM License expertise
- Flexible pricing options depending on client needs
  - Spread fixed payments
  - Price per user per month
  - IBM finance often available