

Support detail by tier			
Item	Pre-production tiers	Production tiers	
	Bronze	Gold	Platinum
Technical Support/Consulting (outside of provisioning and incident response)	Bill actual hours - best effort - one hour per month	Bill actual hours - high priority - minimum of 3 hours per month	Bill actual hours - highest priority - minimum 5 hours per month
Incident response (time to start work on incident from realization)	Best effort	Within 1 hour (prime hours) within 2 hours (non-prime)	Within 30 min. (prime hours) Within 1 hour (non-prime)
Recovery Point Objective (gap in data since last backup offsite)	48 hours (daily backup)	within 2 hour (data replication)	within 1 hour (data replication)
Recovery Time Objective (time to recover server offsite)	Best effort	72 hours	4 hours
Off-site DR Capacity	None - no D/R capacity maintained or plan - backup data offsite - no testing	WARM - D/R capacity available - backup and replicated data available offsite - "priority" recovery after platinum apps - standard disaster plan tested 1x yearly	HOT - D/R capacity available - backup and replicated data available offsite - Scripted custom disaster plan tested 2x yearly
Backup	one option - metered cost	five options - metered cost	Custom backup plan - metered cost
Storage	metered with basic performance standard	metered with performance guarantee	metered with performance guarantee
Load balancing/https offloading	no load balancing	available - standard configuration	available - custom configuration
Hardware monitoring	Included	Included	Included
Application Monitoring	basic (ping)	standard based on application (such as ping, http for web server) with customer alerts	ping, http, custom transaction query with customer alerts
Monitoring dashboards	basic	standard configuration	custom configuration
Anti-virus	Included	Included	Included
Firewall	Standard templates, shared context	standard templates, dedicated context	custom configuration, dedicated context
Patch schedules	standard patch schedule, critical only	custom schedule, critical plus suggested	custom schedule, patch review by application
availability of vendor software and hardware support	5x9	24x7	24x7
Availability (uptime?)	90% outside scheduled maint.	99.5% outside scheduled maint.	99.9% availability outside scheduled maint.