Remote Support & Systems Diagnostic Testing

REMOTE ASSISTANCE

Support via phone & remote desktop or VNC access.

GUIDED SUPPORT

Allows users to be able to troubleshoot similar problems in the future

SAVE MONEY

Service at a lower cost than on-site service, all while maintaining the flexibility of on-site support when needed.

LESS DOWNTIME

Non-critical issues can be scheduled after office hours thus reducing user downtime.

FAST

No travel time involved. So your technical problems are resolved much faster than a service call.

In today's highly connected world, most of the common configuration & troubleshooting tasks can be achieved remotely.

Remote Support service can be setup within ten minutes and after establishing successful connection simple tasks can be completed in just minutes without the need to allocate traveling time & logistic arrangements.

Customers that are looking at cost-effective, rapid support can consider **FESCO Remote Support program**.

Reduce downtime & avoid costly repairs by engaging our highly trained professionals to keep your systems running optimally within office or after-office hours.

FESCO Remote Support Packages:

Service Type	Standard Rates	Level 1 Annual Support $450/yr	Level 2 Annual Support Plus $950/yr
Connection Fee	$25	●	●
Diagnostics	$80/hr	●	●
Database Backup	$80/hr	●	●
Database Migration	$80/hr	●	●
Up to **10hrs**.Support	$800	●	●
Up to **20hrs**.Support	$1600	$40/hr	●
After **20hrs**. Support	N/A	$80/hr	$40/hr
After-office hours.	$120/hr	$80/hr	4hrs included, then $40/hr

- **Included free of charge with paid agreement.**

➢ Contract period covers one calendar year with renewal paid one month prior to contract expiration.
➢ Parts are not included and are on quotation basis.
➢ Covers all Servers & Workstations with Matrix Fluid Management System & Includes diagnostics, data backup & migration services.

I agree to support level: | ○**Standard** | ○**Level 1** | ○**Level 2** |

Name: _____   Title: _____

Signature: _____   Date: _____/_____/_____

Use PO#: _____

Remote Support

6712 Highway Ave. Jacksonville, FL 32254

Phone 800.488.5816