



24/7 Help Desk and Call Dispatch service  
 Dispatch for on-site repairs  
 Peace of Mind



## OutSourced Help Desk

The AltaraView Help Desk provides technical support over the phone on multi-manufacturer software, hardware and networking products. If a problem can not be resolved, the AltaraView Help Desk will dispatch the call to have an on-site service engineer to handle the call.\*



### How Does the AltaraView Help Desk Work?

The AltaraView Help Desk has two levels of support:

#### Full Support

Full Support debits a point value based on call type. Points are purchased in 100, 200, 500 or 1,000 point increments. These points are valid for one year from the date of purchase and additional points may be added on at any time during the contract. When the incident is resolved, the correct number of points are deducted from the customer's balance. This service is supported 24/7.

#### Desktop Support

Desktop Support provides unlimited call usage per user and is sold on a per user basis. This service is valid for one year from the date of purchase, with a minimum of five users per contract. This service can be purchased 8:00 a.m.-5:00 p.m., M-F or extended hours 24/7. AltaraView Help Desk Desktop Support includes calls on client applications and operating systems, local printers, hardware troubleshooting, diagnosis and dispatch (troubleshooting before dispatch of call), and dispatch and escalate (no troubleshooting, straight dispatch of call).

\*NOTE: On Site Service Calls will be billed at an additional cost per hour. Refer to your Altara Sales Rep for Details.

\*\*NOTE: Altaraview Help Desk will support any computer based on Intel and AMD processors or work-alike running a current or recent version of Microsoft Windows 95/98/Me/NT/2000/XP, Novell NetWare, and their back-office applications. Equipment may be in or out of warranty. And all software supported by the manufacturer is the current version and two versions back. The products and company names listed are trademarks or registered trademarks of their respective companies.

### AltaraView Help Desk Pricing

#### Full Support:

Type of Call	Points Per Call
Desktop Application	8 points
Desktop OS	14 points
Dispatch and escalate	6 points
Diagnosis/Dispatch (Hardware)	12 points
Internet/Network Connectivity Client	10 points
Server	25 points
Network (LANs and WANs)	30 points

#### FULL SUPPORT PACKAGES—Point Pricing

100 points	\$431
200 points	\$831
500 points	\$2,036
1,000 points	\$3,960

Desktop Support - Unlimited Call Usage Per User	Pricing: Price Per User M-F, 8 a.m.-5 p.m.—\$103
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Price Per User Extended Service 24/7	\$156
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Note: Minimum five users per order, unlimited call usage per user, per year. Supports desktop/PC/laptop, local printer, hardware diagnostics, dispatch, tracking and reporting, excluding AltaraView holidays.



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