

D&H SOLUTIONS & SERVICES

PREMIER LEVEL CUSTOMIZATION AND SUPPORT FOR YOUR CLIENTS

Break/Fix Service Options

D&H Canada Professional Services now offers break/fix service options with a variety of resolution preferences that fits a clients' budget and severity level. Each initial service request originates with D&H Canada's team of technical services professionals that will prioritize and route your request with efficiency and accuracy. Let D&H Canada assist in helping you ensure your clients' business operations are always-on with the invaluable sense of peace of mind.

Severity Level	Situation	Response Times	Provider Responsibilities	Client Responsibilities	Resolution
Severity - 1 Very High Business Impact	Major system failure crippling the client's ability to perform activities	Service Request Confirmation Call: 15 minutes Service Call: Within 2 hours	Manages service call to resolution Help-Desk troubleshoots the incident and dispatches the appropriate field service technician	Provides appropriate access to environment Reports incident to the organization's leadership team	<ul style="list-style-type: none"> • 24x7, 4 hour • 8x5, 4 hour • Regular business hours, within 2 hours of the NBD
Severity - 2 Moderate Business Impact	Component failure not causing impact on clients ability to operate core business processes – manual process available	Service Request Confirmation Call: Within 1 hour Service Call: NBD	Manages service call to resolution Help-Desk troubleshoots the incident and ships replacement component Dispatches field service technician to install component if necessary	Provides appropriate access to environment Works with Help-Desk to resolve issue remotely. If unable, a field service technician is dispatched NBD	<ul style="list-style-type: none"> • 24x7, NBD • 8x5, NBD • Regular business hours, day after next
Severity - 3 Low Business Impact	Component failure not causing impact on clients ability to operate core business processes	Service Request Confirmation Call: Within 1 hour Service Call: Within One Week	Manages service call to resolution Help-Desk troubleshoots the incident and ships replacement component Dispatches field service technician to install component if necessary	Provides appropriate access to environment Works with Help-Desk to resolve issue remotely	<ul style="list-style-type: none"> • 24x7, within one week • 8x5, within one week