

Support Contracts

An agile solution designed to maximize your investment

Why choose a support contract over a bucket hours.

With a service contract, you can leverage the full capabilities of our IT staff to ensure your network's security and functionality are operating at peak performance. Our flexible term options and cost savings averaging 20%* make partnering with EITS is the right solution for maximizing your security posture.

Support Contracts

- ✓ Service Level Agreement tailored to your needs
- ✓ Priority response times
- ✓ Broad support of technologies you need
- ✓ Flexible packages, as low as 8 hours a month
- ✓ Monthly rollover hours
- ✓ Pre-paid hours
- ✓ Contract lengths starting at 4 months
- ✓ Up to 20% discounted hourly rates
- ✓ Architecture and roadmap planning support
- ✓ Resiliency during staff turnover within your organization

Bucket Hours

- ✓ Limited to technologies defined in contract
- ✓ Scheduled support as available
- ✓ Reduced flexibility in how hours are consumed
- ✓ Minimum purchase of 40 hours
- ✓ Purchased hours expire every 12 months



The value of a Service Level Agreement (SLA)

An SLA guarantees predictable resource spending, swift issue resolution, and an uninterrupted end-user experience.



Guaranteed Response Times



Measureable Performance



Better Communication



Clearly Defined Procedures

* Average cost savings based off our current clients who have switched from bucket hours to a service contract.