

Monitoring				proactive systems monitoring & reporting
On-site Assistance			yes	yes
Remote Access		diagnostics & repair	diagnostics & repair	diagnostics & repair
Telephone Support		yes	yes	yes
Electronic Support	yes	yes	yes	yes
Maximum Response Time	guaranteed 4 hours	guaranteed 2 hours	priority 1 hour	priority 1 hour
Hours of Access	business hours	business hours	24/7	24/7
Access to Fixes and Patches	yes	yes	yes	yes
	Essential	Advantage	Elite	VitalSigns24