



Premium Support

Eliminate Downtime Risks and Avoid Costly Disruptions

Downtime events are one of the most common points where issues occur, not because of the downtime itself, but because of the number of steps that must be executed correctly when stopping and restarting jobs.

What we see most often is that even small misses during the process can lead to interface issues, data inconsistencies, or problems that don't surface until systems are back online.

Flexible, Comprehensive Support

Without **Premium Support**, Urgent Support Services may be required after a downtime event, with fees starting at \$3,500 depending on scope and complexity.

Standard Premium Support is designed to reduce that risk. We manage the downtime process end-to-end, ensuring jobs are handled correctly, systems are validated after restart, and everything is executed consistently to help avoid costly disruptions and unexpected support needs.

Keeping Windows servers up to date is one of the most important security and stability practices, but it's also one of the easiest things to fall behind on because it requires coordination, downtime, and multiple reboots. That's where we recommend our **Advanced Premium Support**, where Windows patching is handled within the same downtime window, eliminating the need for your team to plan and manage it separately.

What's Included?

- **Downtime Job Management:** Controlled job stop/restart, coordinated execution, and reduced risk.
- **Validation:** Post-downtime checks and early issue detection.
- **Windows Patching (Advanced):** Managed updates and reboots.

Service Options:

Standard Premium Support

- **\$3,500/year**
- Includes up to 10 servers (each add'l \$300/year).
- Downtime job management.

Advanced Premium Support

- **\$5,000/year**
- Includes up to 10 servers (each add'l \$300/year).
- Everything in Standard Premium Support, plus Windows patching management.