AWS Support Plan

24/7 Infrastructure Support – Plans Designed to Ensure Business Continuity

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L1 Support Plan: ₹7,500 or $99 /month

- **Shift Timing**: 9 hours/day, 5 days a week (Monday to Friday)
- **Total Hours**: 9 hours/day
- **Break Duration**: 1 hour for lunch/dinner
- **Core Services**:
  - **Infrastructure Monitoring**: Basic monitoring of server health, resource usage (CPU, Memory, Disk), and network status.
  - **Incident Logging and Tracking**: Creation of tickets for detected issues and tracking until resolution.
  - **Basic Troubleshooting**: Resolve common issues like

service restarts, log review, and identifying simple hardware failures.
- **User Access Management**: Creating, modifying, and removing user accounts, basic permission management.
- **Email Support**: Assistance via email for any infrastructure-related queries.
- **Backup Monitoring**: Basic checks to ensure backups are successful and storage is sufficient.

L2 Support Plan: ₹15,000 or $199 /month

- **Shift Timing**: 9 hours/day, 5 days a week (Monday to Friday)
- **Total Hours**: 9 hours/day
- **Break Duration**: 1 hour for lunch/dinner
- **Core Services**:
    - **All Features of L1 Support Plan**.
    - **Advanced Troubleshooting**: Address more complex issues like application failures, performance issues, or security alerts.
    - **Configuration Management**: Support for server or infrastructure configuration, including OS patches, software updates, and upgrades.
    - **System Performance Optimization**: Identifying resource bottlenecks and optimizing server performance.
    - **Escalation Management**: Escalating unresolved issues to L3, providing initial logs and analysis.
    - **Monthly Reports**: Providing clients with reports on uptime, resource usage, and incident resolutions.
    - **Phone Support**: Direct phone support for urgent

issues during working hours.

L3 Support Plan: ₹30,000 or $399 /month

- **Shift Timing**: 9 hours/day, 5 days a week (Monday to Friday)
- **Total Hours**: 9 hours/day
- **Break Duration**: 1 hour for lunch/dinner
- **Core Services**:
  - **All Features of L1 and L2 Support Plans**.
  - **Expert-Level Troubleshooting**: Addressing root cause analysis, configuration errors, network issues, or any other critical failure.
  - **System Architecture & Design**: Guidance on optimizing and scaling infrastructure, best practices, and disaster recovery planning.
  - **Security Management**: Advanced security features like intrusion detection, patch management, firewall management, and vulnerability scanning.
  - **Disaster Recovery Support**: Implementing and maintaining disaster recovery plans to ensure business continuity.
  - **Dedicated On-Call Support**: Priority response with a guaranteed callback within an hour during business hours.
  - **Monthly Strategy Meetings**: A dedicated monthly review meeting to discuss performance, improvements, and strategic planning.
  - **Proactive Maintenance**: Identifying potential issues before they occur by monitoring logs, trends, and configurations.

Price Breakdown:

Plan	Price	Shift Duration	Support Hours/Day	Support Days/Week	Core Features
L1 Support Plan	₹7,500 or $99 /month	9 Hours/Day	9 Hours	5 Days/Week	Basic monitoring, user access, email support, backup monitoring, basic troubleshooting, incident logging, and tracking.
L2 Support Plan	₹15,000 or $199 /month	9 Hours/Day	9 Hours	5 Days/Week	All L1 features + advanced troubleshooting, configuration management, system performance optimization, phone support, monthly reports.
L3 Support Plan	₹30,000 or $399 /month	9 Hours/Day	9 Hours	5 Days/Week	All L1 and L2 features + expert-level troubleshooting, system architecture/design, security management, disaster recovery, on-call support.

Client Focus:

▪ **Focus on Growing Your Business**: With these support

plans, you can focus on running and scaling your business while we take care of the technical infrastructure.

- **Leave the Technical Issues to Us**: Our team ensures that your infrastructure is always up and running. You won't need to worry about server downtimes, performance bottlenecks, or security breaches.
- **No Technical Headaches**: We handle the tech, you handle the business. Our experts will proactively monitor, troubleshoot, and resolve any infrastructure-related challenges, so you don't have to.

Client Reviews:

1. **Ravi K. (E-commerce Business Owner)**
   "I've been using the L2 support plan for my online store, and I couldn't be happier. The team resolves any issues quickly, and I don't need to worry about performance anymore. Highly recommend!"
2. **Sneha P. (SaaS Company)**
   "The L3 support plan helped us scale our SaaS platform efficiently. The experts have been instrumental in optimizing our infrastructure, and the proactive maintenance has minimized downtimes."
3. **John M. (Tech Startup)**
   "We're a growing startup, and the L1 support plan has been a great fit for us. Simple issues are handled without hassle, and we've never experienced major problems with our servers."
4. **Priya R. (Healthcare Service Provider)**
   "With the L2 plan, our system issues are always resolved on time. The phone support is invaluable, and the monthly reports provide great insights into our

infrastructure's health."

FAQs:

1. **What's the difference between L1, L2, and L3 support plans?**
   - **L1** is for basic monitoring and troubleshooting, **L2** provides more in-depth support with configuration management and optimization, and **L3** includes expert-level support for complex infrastructure and security issues.

2. **Do I need to purchase additional services beyond the support plans?**
   - The support plans cover most infrastructure-related needs. Additional services may be required for specialized tasks like custom development, application-level monitoring, or security audits, but our team will advise you accordingly.

3. **What happens if I need support outside of business hours?**
   - Our support plans are designed to cover business hours (9 hours/day). However, for urgent issues outside this time, **L3 plan clients** receive priority support with a guaranteed callback.

4. **Can I upgrade my support plan at any time?**
   - Yes, you can upgrade your plan at any time. We'll review your requirements and transition you to the next level seamlessly.

5. **How fast will you respond to issues?**
     - **L1**: 1-2 hours for critical issues; **L2**: 30 minutes; **L3**: Immediate response within 1 hour.

6. **What is the 1-hour break for lunch/dinner?**
     - During the 9-hour shift, our support team will take a 1-hour break for lunch/dinner to ensure they are refreshed and ready to provide quality support.

Why Choose Us?

- **Reliable & Fast**: Our experts provide quick resolution, minimizing downtime and optimizing your infrastructure.
- **Cost-Effective**: Affordable, flexible support options to match your business needs.
- **Focus on Your Business**: We handle the technical complexities so you can focus on scaling and growing your business without worrying about IT challenges.

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