



Professional Services

Maintenance and Support Program

Patriot recognizes that day-to-day operations of an IT department are full of emergencies, one-offs and sidetracks. As you struggle to stay focused on the routine functionality of the department, critical maintenance and preventative measures get reprioritized—and often left behind entirely.

While we all recognize this isn't desirable, it is often nearly impossible to avoid. Patriot has developed a Maintenance and Support Program that enables IT organizations to avoid this scenario by contracting for assistance on a monthly basis.

Have you ever wished you had an “on-call” engineer to help with routine maintenance, system upgrades, or product deployment? In response to demand for these types of services, Patriot developed the Maintenance and Support Program to tackle such issues and more.

Patriot offers multiple service level options to customize our offerings to *your* needs. Our program starts out with a minimum of 8-hours assistance per month and can increase based on your requirements. An overview is provided below.

Service Level	Custom Agreement	Level III	Level II	Level I
Monthly Fee	Based on Client Needs	\$2880/month	\$1600/month	Time & Material
Monthly Service Hours	TBD	32	16	8
Additional Service Hourly Rate	TBD	\$90/hr	\$100/hr	\$125/hr
Phone Support	Yes	Yes	Yes	Yes
“Server Down!” Guaranteed On-Site Response in 8 Hours	Unlimited	Unlimited	Unlimited	Not Available
Pre-Scheduled On-Site Visits	TBD	1/month @ 32 hrs	1/month @ 16 hrs	1/month @ 8 hrs
Assigned Systems Engineer	TBD	Yes	No	No
Senior Engineer or Architect	TBD	\$175	\$200	\$225
Travel Charge	None	None	None	None

- **Included Monthly Service Hours** are hours of technician time included in your plan for any service that Patriot offers, such as on-site visits, phone support, installations and remote access.
- **Additional Hours Rate Protection** for piece of mind when service hours are incurred above your allotted hours. Patriot will bill you at the discounted rate according to your level of service agreement—no inflated rates will be applied.
- **Phone Support** is available to all clients. Minimum charge is 1 hour of your monthly plan and in 30 minute increments thereafter.
- **“Server Down!”** responses are **guaranteed within 8 business hours** for service Level II and above.
- **Pre-Scheduled On-Site Visits** are based on your company requirements, but not less than the visits and hours listed for each service level. You will also benefit from the coverage of an assigned Network Engineer. Your engineer will insure that all covered software updates, fixes, service packs and patches are applied to your systems to better protect your hardware and data.
- **Assigned Systems Engineer** for our Level III clients is standard and every effort will be made for other service levels to dispatch the same engineer for continuity purposes.
- **Senior Engineer/Architect** is available upon request.
- Quick and efficient automatic renewal by acceptance and payment of each invoice.
- Service Levels do not include charges for materials. All materials used are billed separately.
- Unscheduled onsite support will be billed at time and half.
- Work completed outside normal business hours will be billed at time and half.

For more information about this program, call 301-695-7500 or visit www.patriot-tech.com.

About Patriot

Patriot Technologies, Inc. is the trusted, go-to source for comprehensive IT security solutions. For over a decade, government and commercial organizations have relied on Patriot’s products and services, including security tools, professional services and security appliance manufacturing to ensure the confidentiality, integrity and availability of their data while satisfying compliance requirements. As a single information security source, Patriot Technologies provides objective analyses of vulnerabilities and has a proven track record of delivering customer-specific solutions based on security best practices. The company’s focus on security, expertise within the industry, life-cycle approach and complete suite of offerings has made Patriot the preferred partner of vendors and customers alike. Headquartered in Frederick, MD, Patriot is privately held and serves thousands of customers worldwide. For more information, visit www.patriot-tech.com.