

Your Decision Is Entirely Risk-Free! We Guarantee It!

60 Day Unconditional Money Back Guarantee

- ▶ 100% refund if for any reason you decide you no longer want or need our service.
- ▶ This guarantee applies to all UBT customers who utilize RMM, Helpdesk, or Business Continuity, and complete the full onboarding.

Price Match Guarantee

- ▶ UBT guarantees it will provide the lowest equipment and service contract pricing in the marketplace.
- ▶ UBT will match any lower priced competitive quote from an authorized provider on comparable service at any time before the order is signed and up to 90 days from onboarding of a new service from UBT.

Network Optimization Guarantee

- ▶ Utilizing advanced software tools and vCIO processes, UBT will analyze and recommend best practices and solutions often resulting in significantly lower costs and an optimized production environment. UBT is so confident in the value of the analysis that if we are unable to show cost justification on expenditures then we'll pay you \$500.

Free vCIO Services Guarantee

- ▶ Access to technology knowledge and roadmaps through our vCIO service is unlimited and will be provided with a full service contract.

Helpdesk Service Level Objectives




Average Call Answer Time

Average Call Handle Time

Average Response to Low Priority Email

Time Frame Objective

Target Service Level

 1 minute	99%
 16.7 minutes	99%
 24 Hours	100%

NOC Service Level Objectives

NOC Acknowledges Email

NOC Initiates Ticket Response

NOC Answers Chat

NOC Begins Work on Server Down (with Elite+)

NOC Begins Work on Critical Impact Alerts









NOC Begins Work on Backup Alerts

NOC Begins Work on Scheduled Ticket Requests

NOC Provides Updates on Critical Impact Tickets

Time Frame Objective

Target Service Level

 4 Hours	99%
 4 Hours	95%
 2 minutes	85%
 15 minutes	100%
 1 hour	98%
 12 hours	90%
 4 Hours	99%
 4 Hours	95%