

Service Level Catalog



	Alignment Attributes		Tier 1	Tier 2	Tier 3	Tier 4
	Scheme	Specification	\$387 per user	\$287 per user	\$187 per user	\$87 per user
User Experience	On-demand desktop	Windows Desktop + Office	Unlimited	Unlimited	Unlimited	Unlimited
		Exchange Server	Included	Included	Included	Included
	Availability	Secure Remote Access	Included	Included	Included	Included
Desktop Provisioning and Desktop Management	Image Management	On-demand image provisioning	Included	Included	Included	
		Desktop Security	Included	Included	Included	
	Storage Management	Storage Optimization	Included	Included		
	Retention & Disposition	Retention period	< 30 years	< 10 years		
		Offsite Backups	Yes	Yes		
	Performance Management	LAN / WAN performance	< Hourly	< Hourly		
	Data Integrity	Guarantee of authenticity	Yes	No		
WAN Optimization	Carrier Management	< Hourly	24 hours			
Desktop Support	Desktop Performance Monitoring	Desktop session and access	24x7x4 on-site	24x7x4 remote	24x7 NBD	24x7 NBD
	High Availability/failover	Time required to restore desktop	< 2 hours	< 8 hours	< 12 hours	<24 hours