

# Our 24/7 Application Management Service.

Beyond go-live, we'll keep your application perfectly running around the clock, no matter what time zone you're in.

## Our Offerings.



Proactive Monitoring



Incident Management



Performance Management



Security Monitoring



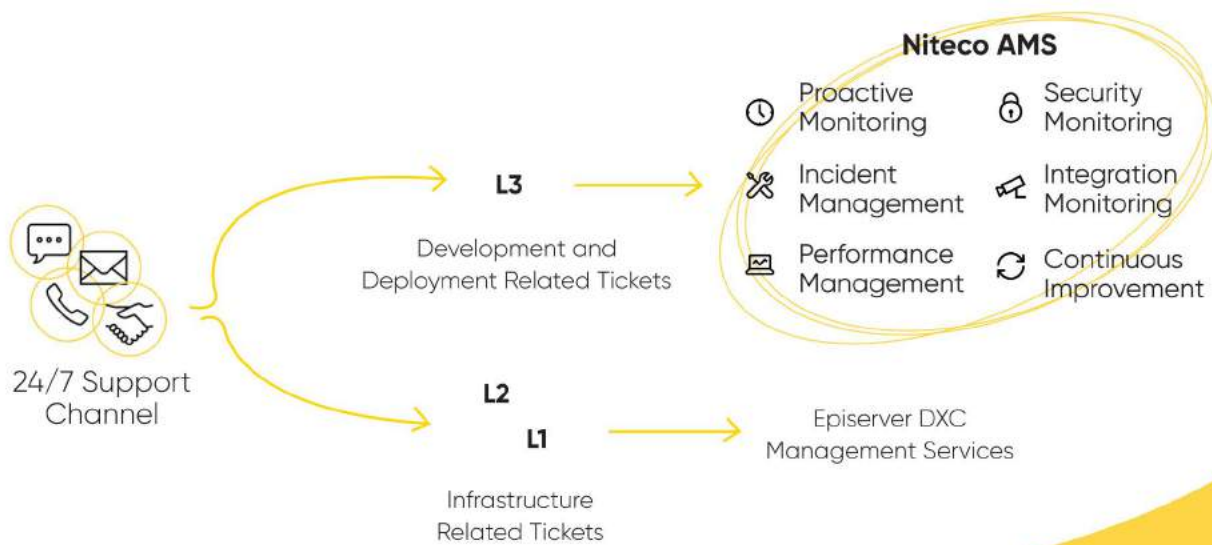
Integration Monitoring



Continuous Improvement

## Niteco AMS + DXC Monitoring.

AMS complements DXC monitoring. Here's how:



## Why Us.



120 Episerver Certified Developers



Staff Optimisation



Work Automation



Global Coverage

# Packages.

Service Description	Basic	Premium	Enterprise
Initial response time For all priority levels	1 hour	15 mins	10 mins
Team start to work on the ticket P1: Critical P2: High P3: Medium P4: Low	P1 <b>1 hour</b> P2 <b>4 hours</b> P3 <b>3 working days</b> P4 <b>5 working days</b>	P1 <b>30 mins</b> P2 <b>1 hour</b> P3 <b>12 hours</b> P4 <b>24 hours</b>	P1 <b>30 mins</b> P2 <b>1 hour</b> P3 <b>6 hours</b> P4 <b>12 hours</b>
Service Desk Ticket System	✓	✓	✓
Online Chat Support 24/7	✓	✓	✓
Email Support, 24/7	✓	✓	✓
Phone Support, 24/7		✓	✓
Frontend Code Ranking Report		Bi-weekly report	Weekly report
Uptime Report Uptime Check of URL	1 URL / Monthly report	5 URL / Bi-weekly report	10 URL / Weekly report
Uptime Report Geolocation Check (China)			✓ (optional)
Uptime Report Transactional Monitoring Page Speed Monitoring		1 functional check / 10 mins frequency / Monthly report /	1 functional check / 5 mins frequency / Weekly report /
Uptime Report Performance Monitoring	1 URL / Day	5 URL / Day	10 URL / Day
SEO Report SEO Keywords Report		250 keywords / Weekly	Unlimited keywords / Weekly
SEO Report Site Crawl Analysis		Up to 5,000 pages / Weekly	Up to 10,000 pages / Weekly
Integration Monitoring per App		2 Apps	Unlimited
Security Scan and Monitoring		Weekly	Daily

**Contact Us for a Quote**