

# Support Matrix

VIPS SUPPORT SUMMARY	No Support	Basic	Standard	Premium
Support Desk Days	Monday – Friday 9am – 5pm			
On Site Support Credits	X	X	X	2
Additional Support Credits Available	X	X	X	✓
Remote Online Support	X	X	✓	✓
Hardware Return to Base included	X	X	✓	✓
Telephone Support	X	✓	✓	✓
Email Incident Logging	X	✓	✓	✓
ePortal Access	X	✓	✓	✓
Quarterly Newsletter	X	✓	✓	✓
Software updates	X	✓	✓	✓

## Additional Services

	No Support	Basic	Standard	Premium
Onsite Support Services	£900	£810	£720	2 no. Included
Onsite Biometric Deep Clean	£900	£810	£720	£675
Remote Support	£400 per incident (up to 4hrs)	£200 per incident (up to 4hrs)	inclusive	inclusive
Return to Base Hardware Repairs	£400 per incident + parts & shipping	£200 per incident + parts & shipping	inclusive	inclusive
Onsite Access Control Hardware Support	£900 per visit + parts	£810 per visit + parts	£720 per visit + parts	see onsite support services
Additional Onsite Pre Pay Support Credits	X	X	X	2 no. @ £1,200 5 no. @ £2,750 10 no. @ £5,000

Every care has been taken to ensure the information within this datasheet is accurate at the time of publication. However, to improve the quality, all specifications are subject to variation at any time. Please check our website or contact your account manager for the latest version

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### Vanquish – Support Enquiries

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