

MerIT

Premier Support Contract

PSC

MerIT Premier Support Contract establishes a collaborative and integrated working relationship between MerIT staff and the customer, and allows for a defined scope of work and responsibility for MerIT to perform on the customers behalf.

With the ever increasing demand placed on IT infrastructures and staff, often the needs and necessary skills to meet them surpass the staff's ability to respond effectively. Unfortunately, IT dynamics change much faster than staffing levels leaving existing staff over tasked, frustrated, and worse, forced to cut corners and neglect key areas while dealing with the stress and consequences of having done so. This is where MerIT Premier Support Contract comes in.

Designed as a tier 1 professional service offering, MerIT PSC offloads customer defined duties and responsibilities to MerIT staff to be performed on an agreed upon schedule and in a proactive manner. With action ready expertise in every facet of K12 infrastructure design and operations, MerIT staff will provide Senior Level technical duty, Director Level trusted advisement and guidance, and the peace of mind in knowing that expertise is operating in your environment on your behalf.

How it works...

- MerIT provides initial comprehensive assessment
- MerIT and customer evaluate findings and, if necessary, work projects accordingly
- MerIT and customer define duties and responsibilities to be in MerIT's stead
- MerIT staff works self-directed and remotely with periodic onsite visits
- Pre-pay as you go or monthly invoice as you go options
- Hours never expire
- Monthly balance and work reports

Imagine the possibilities...

- Senior level integration and collaboration with staff
- Customer defined duty offloaded from staff
- Hardware, software, system maintenance
- Trusted advisement and guidance
- Enterprise projects and deployments
- Infrastructure development and road maps
- 8am—5pm CST phone, email, online chat, or ticketing support
- After hours availability
- Direct lines to support staff
- Ready to respond remote access