

FIRSTBIT ERP WARRANTY SUPPORT	FIRSTBIT ERP WARRANTY SUPPORT PLUS	FIRSTBIT ERP ALL IN ONE
30 min per day	60 min per day	90 min per day

Для верхней строки таблицы – серый шрифт

PLAN/SERVICES GUARANTEED SERVICES	FIRSTBIT WARRANTY SUPPORT	FIRSTBIT WARRANTY SUPPORT PLUS	FIRSTBIT ALL IN ONE
Consultation over the phone	30 min per day	60 min per day	90 min per day

	BITRIX24 MAINTENANCE PLANS FOR SELF-HOSTED VERSION		BITRIX24 MAINTENANCE PLANS FOR CLOUD VERSION
PLAN/SERVICES	BITRIX24 WARRANTY SUPPORT	BITRIX24 WARRANTY SUPPORT+	BITRIX24 ALL IN ONE
Over-the-phone consultations on Bitrix24 features, operation, and management Sat–Thu 9.00–18.00 Dubai time		30 min/day	60 min/day
Technical support and troubleshooting for Bitrix24 users Sat–Thu 9.00–18.00 Dubai time	Support via email only (ticketing system) SLA: 1 hour response to all support requests (during office hours) 8 hours resolution target for support requests (during office hours)	Support via email only (ticketing system) SLA: 1 hour response to all support requests (during office hours) 4 hours resolution target for support requests (during office hours)	Support via email and/or phone (ticketing system) SLA: 1 hour response to all support requests (during office hours) 3 hours resolution target for support requests (during office hours)
IT Audit of Bitrix24 infrastructure	+	+	+

Для верхних двух строк таблицы – серый шрифт

	BITRIX24 WARRANTY SUPPORT	BITRIX24 WARRANTY SUPPORT+	BITRIX24 ALL IN ONE
5,		30 min/day	60 min/day
4 users	Support via email only (ticketing system) SLA: 1 hour response to all support requests (during office hours) 8	Support via email only (ticketing system) SLA: 1 hour response to all support requests (during office hours) 4	Support via email and/or phone (ticketing system) SLA: 1 hour response to all support requests (during office hours) 3

FirstBIT ERP Maintenance



FIRSTBIT WARRANTY SUPPORT	FIRSTBIT WARRANTY SUPPORT PLUS	FIRSTBIT ALL IN ONE
Consultation over the phone		
30 min per day	60 min per day	90 min per day

Mail

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Business IT Solutions

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Maintenance



FIRSTBIT ERP
WARRANTY
SUPPORT

FIRSTBIT ERP
WARRANTY
SUPPORT
PLUS

FIRSTBIT ERP
ALL IN ONE

Consultation over the phone

Consultation over the phone		
30 min per day	60 min per day	90 min per day
Standard and non-standard configuration updates		
−	+	+
Set up backup settings		

Consultation over the phone		
30 min per day	60 min per day	90 min per day
Standard and non-standard configuration updates		
−	+	+
Set up backup settings		
−	+	+