



When your system is down, are you alone?

Priority Support from Trivalent

As your company relies more on the 24 by 7 availability of technology, you need to know that when something goes wrong, you have a partner who can provide you support – when you need it.

Trivalent Group has been providing 7 by 24 hour support for mission critical systems like yours for over 14 years. We've worked with clients on hundreds of networks in West Michigan and throughout the United States; in all verticals and of all sizes.

Our Priority Support™ service provides your business with the following benefits:

- » 24 hour a day, 7 day a week, 365 days a year access to technical support
 - ▶ No vacations, no sick time, no worrying
- » Guaranteed one (1) hour response time by phone
 - ▶ n-Tier support via phone
 - ▶ Escalation to L2 or L3 as needed
- » Bench depth of engineers far beyond that which most companies have
- » A single point of contact

Subscription	Per Year
Paid in advance	\$1000.00
Paid after incident	\$1500.00

Let Trivalent Group be your life support at those critical times, when you really need it. Our highly experienced, professional team of engineers are on call and ready to help you at your time of need. For more information, please contact us. Don't wait for disasters—be prepared for them!

Confidential
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