G Cloud 15 Responsiv Solutions

Responsiv Assist – RT00094, RT000BT, RT000G3

Responsiv Assist provides remote support for incident support, cloud managed services, operator assistance, upgrades, patches, and more. Responsiv Assist is a remote subscription and credit-based support service, assembled to suit your unique requirements. Each supported product is described by a Datasheet that includes the scope and specific terms and conditions for delivery of that product.
All products are subject to the consulting and support terms and conditions and your specific agreement.
Find a non-exhaustive list of our supported products and technologies.
The Responsiv Assist portal gives access to raise service-requests and to a dashboard that provides information about your use of the product. All Licensees with active Responsiv Assist agreements have access to the knowledge base and can request art of the possible and product briefings at any time.
To purchase this element, you will need a G-Cloud 14 call-off contract that includes this product. Your entitlement will be clear in the agreement and is “spent” each time you request assistance.

Responsiv Assist Support Products

RT00094-PD Responsiv Assist Flex Support

Responsiv Assist Flex Support gives developers and administrators access to subject matter experts and support that can accelerate project delivery, improve solutions designs, and recover systems and data. Flex Support is a cost-effective and efficient way to support your own applications and installed technology, and to improve team performance.

RT000BT-PD Responsiv Assist Extended Support

Responsiv Assist Extended Support provides incident and recovery support for software products that are no longer economically supported by their original vendor. Support includes incident response and recovery of functionality used successfully prior to the incident.
This product does not provide patches, upgrades, or support for features that are locked. We cannot support products that are inaccessible because of certificate expiry or subscription expiry. Hardware devices are explicitly excluded.

RT000G3-PD Responsiv Assist Hypercare Support

Responsiv Assist Hypercare Support provides access to subject matter experts and developers of a custom application for a period leading up to and immediately after application release to production. Hypercare Support can be utilised to accelerate problem identification and resolution, improve user acceptance, and reduce the disruption of a failed release.
Deliver flexible support to projects as they enter production, perform important upgrades, or need access to specialist skills on call for use on a part-time basis. Hypercare Support is purchased for a specific project on a monthly basis to avoid having developers hanging around "just in case" after a project goes live.

Contact us at sales@responsiv.co.uk

Description	Credits	Price Per Bundle
Responsiv Assist Extended Support Annual Subscription	50	£11,400.00
Responsiv Assist Flex Support Annual Subscription	100	£15,700.00
Responsiv Assist Hypercare Annual Subscription	50	£9,500.00
Responsiv Assist Assist Advanced Support Annual Subscription for 10 supported vCore	100	£24,500.00

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Key Terms

- Credits are valid from purchase and expire at the end of the term (typically a year)
- All support is costed for remote support only. Onsite support will be provided on a Time and Material basis.
- Credits are consumed by the hour or part thereof
- Additional bundles can be purchased at any time to top up in blocks of 10
- Minimum Credit per ticket logged is 1

For other T&C's see Responsiv Terms and Conditions.

Contact Responsiv

Please contact Responsiv if you are interested in purchasing or renewing this product, or have questions about customisation or how different products can be combined for your unique needs.

Website: www.responsiv.co.uk

Email: sales@responsiv.co.uk

***All prices shown above exclusive of VAT**

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