



Service Agreements



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TigerNet Systems' Service Agreements provide our clients direct access to the experts. Our dedicated associates are constantly refining their skills and expanding their expertise in technical areas through extensive training and certification programs. Our service experts often replicate technical issues in the lab and have access to extensive hardware and software resources for testing and troubleshooting. When necessary, we possess the ability to remotely shadow user sessions in order to identify, in real-time, individual problems and are, therefore, in a better position to quickly resolve issues in a timely fashion.



Since 1996 TigerNet Systems has been a leading technology services company. With deep industry expertise and proven experience in consulting and outsourcing, TigerNet can mobilize the right people, skills alliances and technologies for your Service Agreements.

Choose the level of support you need.

To meet specific requirements, TigerNet Systems offers three different levels of support so you can get the most out of our resources, expertise and leading-edge capabilities to maximize your investment.

For additional information about TigerNet Systems, please call 203-316-0112 or e-mail us at sales@tigernetsystems.com

Support Programs

The following list outlines different levels of available support. In this list, an "incident" is defined as a single support issue and reasonable effort(s) needed to solve it. TigerNet Systems designs customized Support Agreements based on the specific requirements of individual clients.

Preferred 25

Up to 25 incidents, in one region, during a 1-year term

- Basic coverage hours (9am - 5pm Continental U.S.)
- 2 named contacts

Preferred Extended

- Up to 50 incidents, in one region, during a 1-year term
- Coverage hours (8am – 8pm)
- 4 named contacts

Preferred PLUS

- Up to 75 incidents in one region, during a 1-year term
- 24 x 7 coverage hours
- 6 named contacts
- 1 assigned TRM for Relations Management Services



Why use TNS?

TigerNet Systems is a leading technology services company. Committed to delivering innovation, TigerNet collaborates with its clients to help them realize their visions and create tangible value. With deep industry expertise, broad resources and proven experience in consulting and outsourcing, TigerNet can mobilize the right people, skills, alliances and technologies for your Service Agreements. More than 80 percent of our work is with clients whom we've served before.

Our approach is to deliver innovation to clients by leveraging our industry knowledge, service offering expertise and insight into and access to emerging technologies. With this comprehensive approach, we are able to move clients forward in their business, from strategic planning to day-to-day operations. This often includes helping clients identify and enter new markets, increase revenues in existing markets, and deliver their products and services more effectively and efficiently.

