

Technology Pillar	Solution Type	Service	Estimated Credits	Description
		Priority Tickets	10	When you declare an emergency ticket it will cost 10 credits for the emergency
		Quarterly Workshops	4	Mandatory quarterly meetings to define objectives and goals
		Monthly Check-in	4	Monthly check-in calls to review progress against defined goals
Cisco	Network	Switch configuration assistance	3-4	Minor switch configuration assistance/request
	Network	Router configuration assistance	3-4	Minor router configuration assistance/request
	Network	Add switch to existing stack	3-6	Add a new switch to an existing switch stack
	Network	OS upgrade router or switch	3-6	Minor OS upgrade for router or switch
	Network	New single router install	6-11	Install single new greenfield router
	Network	New single switch install	6-11	Install single new greenfield switch
Netbrain	Network	Netbrain Assessment for 50 Devices	48	Conduct a Netbrain Assessment for 50 Devices. Produces Netbrain assessment document that includes: Inventory, EoL data, Layer 2 and Layer 3 Visio's.
	Network	Netbrain Assessment: Customer number of devices	48-240	Conduct a Netbrain Assessment Produces Netbrain assessment document that includes: Inventory, EoL data, Layer 2 and Layer 3 Visio's.