



*The only*  
**TECHNICAL SERVICES  
AGREEMENT**  
*that keeps you running...*

To help its clients address diverse needs, eGroup provides Technical Services Agreements that offer a flexible suite of extended maintenance and premium support offerings designed to:

- Proactively reduce the risks of costly downtime • Simplify management*
- Ease resource & skill set constraints • Optimize system performance*
- Improve productivity, security, compliance, & return on IT investment*

### WE'LL PROVIDE THE EXPERTS

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eGroup will provide customer with access to trained and certified IT experts that can help thoroughly resolve pressing issues in a timely fashion and, thereby, aid Customer in achieving its business objectives.

### & TIER-2 VENDOR SUPPORT

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Customers will have access to Tier-2 vendor support services managed by eGroup personnel within the terms and conditions of customer's current maintenance agreements.

### YOU GAIN ACCOUNTABILITY

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The benefit of a single point of accountability, while eliminating the requirement to coordinate support services among multiple vendors on its own.



### FLEXIBLE OPTIONS *consistent service*

Whether it's incident based or hourly, we have flexible options for on premises and cloud-based infrastructures, eGroup provides consistency and ensures customers are receiving the optimal benefit from its IT investments.

*Sometimes you need a plan...  
or maybe a Plan B or C...*

**WE'LL GIVE YOU A CHOICE**

PLAN

A

**ONE-TIME FREE REACTIVE  
SUPPORT INCIDENT.**

Try us out. We are so confident in our value that we'll provide a complimentary one-incident service.

PLAN

B

**REACTIVE SUPPORT INCIDENT  
FIVE PACK**

Have reassurance knowing that we can support your IT incidents with this starter 5-pack.

PLAN

C

**TECHNICAL SERVICES AGREEMENT**

Have eGroup be an extension of your IT team for proactive and reactive needs.



**LEARN TODAY.**

To learn more about our free reactive incident, [CONTACT US.](#)

**IT  
works**

*“We have been using the eGroup TSA agreement for over a year now and are very satisfied with the service that has been provided. Our Client Service Manager collaborates with our staff to ensure our projects and issues are addressed in a suitable manner. All engineers and staff are courteous and very knowledgeable, and are quick to respond to our needs.*

*We are pleased to have this partnership with eGroup and would recommend this service to any customer.”*

IT MANAGER  
Florence County

*“eGroup employees are all Top-Shelf quality people and we are happy they are part of our team. They help us prioritize our preventative network maintenance tasks combined with our monthly system health checks and support. Planning the next upgrades flows well as part of our continual process to keep our infrastructure up to date and evolving to meet our company needs.”*

DIRECTOR OF  
TECHNOLOGY  
Quoizel