



## Basic Support Contract Includes\*

- Monthly support hours
- Monthly planning and reporting meetings
- Bugs fixing
- Server monitoring
- Security checks
- Downtime management
- Backup strategy & implementation
- Servers tuning and maintenance
- Source Code repository management
- Apps deployments
- Cloud administration
- Third party integration monitoring
- Crash monitoring
- Monthly utilization reports & recommendations
- Guarantees **response and resolution times** for all items listed in the contract according to severity level

### Platforms:

- IOS Apps
- Android Apps
- Web Apps

\*Additional services can be included after solution review.

\*Terms & Conditions applied

\*This offer does not include software development, for mobile and/or web development services, UX & UI, technical review please refer to [info@isglobal.co](mailto:info@isglobal.co)