

CRISTIE CARE 4 MSP

WE WILL BE STRONGER TOGETHER



CRISTIE CARE SERVICE

Our aim is to assist Managed Service Providers in creating cutting-edge backup, DR, and archive services, complete with ransomware protection and cyber restores. By partnering with Cristie, you'll have everything you need to fulfill market demands and offer top-notch services with reduced business risks and exceptional partner support. Get READY to outdo the competition!

Cristie Care is a bundled service part of Cristie READY 4 MSP concept. It minimizes business risk for you by including all important services in your solution:

- **CRISTIE OPEX SERVICE** - Cristie recommends "Don't buy, go forward," an approach that prioritizes cost efficiency by using pay-per-use methodology instead of tying up capital with capital expenses.
- **CRISTIE COMPLIANCE - READY** by Cristie ensures compliance, all license management is included and covered by Cristie's simplified end user license agreement.
- **CRISTIE CARE** – Cristie health, patch, version, status, security and update information meetings included during contract.
- **CRISTIE ONBOARDING** – includes design, best practice, customizations, control so that your implementation will be of the best experiences. All managed by top-certified consultants.
- **CRISTIE IMPLEMENTATION** – includes BASE installation with customization options to ensure your usage meets the best expectations and security levels.
- **CRISTIE ADVISORY SERVICE** – Cristie's requested support with L1/L2 and L3 assistance and speaking partner support. We get close to our customers to solve your issues faster.
- **CRISTIE PROFESSIONAL SERVICES** – all Cristie Care customers have priority and discounts on Cristie Professional Services. They are available per hour or block hours and used at request.

CRISTIE CARE - OVERVIEW

Choose your preferred service level.

		CRISTIE CARE BASIC	CRISTIE CARE
		A minimized version of Cristie Care Services	Cristie Care recommended version.
OPEX	CRISTIE OPEX SERVICE – FLEX A monthly pay-per-use service valid for software and SaaS solutions.	Yes	Yes
	CRISTIE OPEX SERVICE – FIXED A discounted monthly subscription service valid for committed volumes of software and hardware. No additional interest on top.	Yes	Yes
COMPLIANCE	CRISTIE COMPLIANCE SERVICE - EULA With Cristie EULA (End User License Agreement) you provide a simplified easy to follow agreement.	Yes	Yes
	CRISTIE COMPLIANCE SERVICE - CLM Cristie ensures that your license management is taken care of, we make sure you are compliant during the contract.	Yes	Yes
TECHNICAL	CRISTIE ONBOARDING SERVICE - DESIGN We provide comprehensive assistance throughout the design process during the contract, utilizing our expertise and tools to support you.	Yes	Yes
	CRISTIE IMPLEMENTATION Cristie BASE installation is included, please read more in CRISTIE BASE Installation document.	Yes	Yes
	CRISTIE PRE-SALES SUPPORT Sales and technical assistance to your next customer.	Yes	Yes
	CRISTIE ADVISORY SERVICE Cristie includes our vendor authorized support for L1/L2, L3 assist and speaking partner. Learn more in Cristie Advisory Service document.	Yes – Bronze Level	Yes – Silver level
	CRISTIE ADVISORY SERVICE – BY PORTAL Support-portal open for ticket management 24/7 and 8/5 management.	Yes	Yes
	CRISTIE ADVISORY SERVICE – DIRECT Direct support during office hours.		Yes
	CRISTIE CARE - MEETINGS Cristie health, patch, version, status, security and update information meetings 2x per year.		Yes
	Supported Technologies	Rubrik, AvePoint, ExaGrid, IBM	Rubrik, AvePoint, ExaGrid, IBM
	Support in languages	Swedish, German, Danish, Icelandic, English and French.	Swedish, German, Danish, Icelandic, English and French.
OPTIONS	CRISTIE PROFESSIONAL SERVICES – PRIORITY You get priority to Cristie Professional Services.	Yes	Yes
	CRISTIE PROFESSIONAL SERVICES – PER HOUR Cristie Professional Services on-demand per hour	10% Discount	25% discount
	CRISTIE PROFESSIONAL SERVICES – BLOCKHOUR Cristie Professional Services, prepayed blockhours	10% Discount	25% discount

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