



## Flexible Support Plans

Do you have a Plone CMS site but no in-house resources to answer advanced questions or troubleshoot difficult issues? Jazkarta offers comprehensive plans for support and maintenance of your Plone site.

The Jazkarta team has been working with Plone since 2002 and knows how to get the most out of the system. Our engineers will understand your problems and be able to recommend best practice solutions.

We offer a range of plans, so whether your Plone site is small or large, simple or complicated, we have a support plan that will suit your needs. Our technical support plans will get you the answers you need, when you need them.

Maximize your investment by putting your Plone site into expert hands.

BRONZE	SILVER	GOLD
10 hrs of support per month	15 hrs of support per month	30 hrs of support per month
\$4,980 per quarter	\$7,110 per quarter	\$12,600 per quarter

*Jazkarta reserves the right to change these rates.*

### BENEFITS

- Gain access to expert developers
- Resolve issues quickly
- Improve your site's performance
- Keep your software up to date
- Receive notifications of security patches
- Make sure you are adhering to best practices
- Position your site for future evolution

### WHAT IS INCLUDED

- Issue tracker for capturing status of support tickets
- Email and telephone support
- Troubleshooting
- Minor version upgrades
- Minor enhancements
- Architectural recommendations
- Over the phone consulting and training
- Second line support for your users
- Third party package recommendations
- Performance tuning
- Resolution of deployment issues (caching, load balancing, etc.)

### About Jazkarta

Jazkarta was founded in 2004 to build web applications using open source technologies. We are experts in Plone, Zope, Python, and related technologies. We provide hosted solutions, consulting services, training, and support.



### Jazkarta, Inc

P.O. Box 230285  
Boston, MA 02123-0285  
(888) PLONE-IT  
sales@jazkarta.com    www.jazkarta.com