



# UK JBoss Middleware experts... on demand

Remote Consulting Services [RCS] for JBoss administrators and developers, from £299 / month\*

**Why wait for an onsite visit when you can get remote advice and expert guidance with your JBoss requirements from a UK support team on flexible terms?**

As the UK & Ireland's first Red Hat Premier Middleware Partner, and awarding winning Middleware Training Provider, Tier 2 Consulting is committed to offering unrivalled technical expertise to users of JBoss middleware technology.

As a result, we've created **Tier 2 [RCS]** an ad-hoc, cost-effective remote service that supports the activities of your JBoss administrators and application development teams.

**Key benefits:**

- » A cost-effective monthly retainer fee guarantees remote access to our JBoss and JEE experts for advice and guidance to call-off when you need it. No need to wait for the availability of an onsite consultation.
- » Get timely access to a broad range of expertise from across the Tier 2 team, consultants familiar with the many JBoss technologies and development frameworks.
- » Discounted daily rates for other Tier 2 JBoss services, e.g. onsite consultancy, for **Tier 2 [RCS]** customers
- » Preferential discounts for **Tier 2 [RCS]** customers wishing to buy Red Hat JBoss Middleware product subscriptions

## HOW IT WORKS

Step 01 .....

**You purchase our Tier 2 [RCS] package for a minimum period of 12 months.**

Step 02 .....

**One of Tier 2's Certified JBoss Consultants visits your premises (1 day onsite) to gain an insight into how you are using JBoss technology.**

Step 03 .....

**Registered users of the Tier 2 [RCS] service can request assistance / advice by contacting our support desk with a brief overview of their requirements / challenges.**

Step 04 .....

**One of Tier 2's JBoss consultants / developers will respond within one working day.**

Step 05 .....

**Consulting time is deducted from the overall balance in 15-minute units.**

## Flexible terms

Standard **Tier 2 [RCS]** pricing entitles you to up to two hours of remote consultancy each month at no additional charge. If this is exceeded, then you can:

- » Bring forward the standard monthly balance from the coming months (and thereby reduce the overall period of the agreement); or
- » Pay the excess to ensure that the **Tier 2 [RCS]** period remains as previously agreed.

Assuming that you would like to continue with the service at the end of the first year, you are able to either:

- » Extend in periods of 3-months at a time; or
- » Extend for a further 12 months (in which case you will be entitled to an onsite visit as part of the cost of the 12 month extension)

**For more information, or to arrange your initial site visit with a certified JBoss consultant, call 01438 310124**

\* Excluding VAT