

RDB React can be purchased in addition to Custodian*24, or as a stand-alone item. RDB React offers a low cost, high value option to clients requiring 24 by 7 support for their environment.

RDB React is a flexible service, which can be tailored specifically for a client's environment.

Definition

- ➔ RDB React is defined as a collection of Support Units available on one or more environments for a period of 12 months.
- ➔ Each unit covers the period of time from when RDB Concepts is contacted through to when the issue has been resolved.
- ➔ RDB React units are available in 5, 10, 25 and 50 units and cover a wide range of technologies.
- ➔ A unit is classed as exhausted whether the issue is resolved over the phone, remotely, via an onsite visit or required third party intervention.

Support Hours

24 by 7 support including bank holidays

How it works

Call Packs are totally reactive – we must be contacted as no monitoring or system checking is provided with this option, unless purchased in addition to **Custodian*24**.

Once contacted, support is initially provided through a remote connection. If it is not possible to resolve the issue in that way, a consultant will be sent to the client site within a sensible time frame.

Each unit is available 24 hours, 7 days a week. The client is provided a support number, email address and escalation procedure upon receipt of a purchase order. At that time, the RDB React service will commence.

A Health Check may be required for new customers to enable a complete set of working documents to be established.

