



MOODLE SUPPORT

FROM THE MOODLE EXPERTS

Lambda Solutions is a **Full Service Moodle Partner** dedicated to providing effective and affordable Moodle Support. Our Moodle experts can work with your organization's Moodle technical support staff and instructors to solve any Moodle issues, questions or requirements. Simply tell us what you need answered, fixed, managed or developed and our Moodle experts will provide a solution quickly and according to your specifications.

MOODLE SUPPORT PLANS

Lambda's Moodle Support plans are broken down into three levels, based on the number of support hours you require:

| Moodle Support | Plan I | Plan II | Plan III |
|--------------------------|--------|---------|----------|
| Number of Support Hours* | 10 | 25 | 50 |
| Toll Free Phone Support | ✓ | ✓ | ✓ |
| Email Support | ✓ | ✓ | ✓ |
| Issue Tracking System | ✓ | ✓ | ✓ |

MOODLE SUPPORT SERVICES

All of our Moodle Support plans include the following Help Desk Support Services and Technical Support for your organization's personnel**:

- » Guidance and best practices regarding Moodle use to the client's help desk personnel
- » Handling user problems that are escalated beyond the knowledge base of the client's help desk personnel
- » Rapid issue response and tracking, as follows:
 - » All help desk activities, including tracking, managing, and resolving all user issues
 - » All course management activities, including adding resources and assigning users to groups
 - » All system administration activities, including performance monitoring, updating software, and installing any needed modules
 - » Implementing best practices regarding Moodle Management and Configuration

| Priority | Response Time |
|----------|---------------|
| Normal | 24 Hours |
| High | 4 Hours |
| Urgent | 1 Hour |

* Support hours are billed in 15 minute increments. All hours are allocated to your support contract must be used within the contract period.

** Support plans are offered to technical support personnel or instructor(s) identified by the client as front line technical support. Up to 3 individuals named by the client will be supported. Support services are available from 8am to 8pm EST, Monday through Friday, excluding statutory holidays.