

Service Level Agreement (“SLA”)

- Your service level package for all emergencies even outside of regular project hours
- fast, reliable and English-speaking support 6,8 / 7 ★ Support satisfaction

This will cover all questions and problems concerning your individual controlling solution.¹

Service performance	Platin	Best value Gold	Silver
Response time ²	2h	4h	8h
Primary contact person	Dedicated Staff	Dedicated Staff	on availability
Consultant skill level of support	Principal Consultant +	Senior Consultant +	on availability
Support hours included ³	12h	8h	4h
Service hours CET (Central European Time)	extended business hours AT (08.00-20.00)	extended business hours AT (08.00-20.00)	regular business hours AT (09.00-17.00)
Help with technical support	2nd/3rd Level Support Communication with vendor Support	2nd Level Support Communication with vendor Support	2nd Level Support Communication with vendor Support
Regular performance monitoring	included	included	50% discount
Regular system-health check	included	included	50% discount
Training for new software functions	included	included	50% discount
Updating module content ⁴	included	-	-
Functional test before performing updates ⁵	included	-	-
Package offer price	on request	on request	on request

[1] Typical problems are values that cannot be found in the expected place, acceptance issues with system performance, not working imports /ETL processes or similar.

[2] Initial response to each request, within regular business hours in Austria (09.00-17.00 CET), not on public holidays.

[3] Valid per month, no roll-over in upcoming periods. Hours exceeding this quota to be charged according to SPM standard price list.

[4] Applies to smartPM modules, updates of the module contents at regular intervals.

[5] Basic functions of the customer model are tested on the test system before deploying updates. (hotfixes, release change).

The terms and conditions of smartPM.solutions GmbH apply.