

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 ⁴	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 ⁵	included	-	-
Functional test before performing updates ⁶	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] Insofar as smartPM or the customer maintains a support contract with the vendor for the contract products, smartPM will, if necessary, either coordinate with the vendor based on its own contract with the vendor or on behalf of the customer.

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

[6] 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.