

Managed Service Level Agreement

Priority 1 - Support Team responds with in 1 hour

System is completely unresponsive or a total failure of a production system (module) without any available workarounds.
Issues that need immediate processing: those that cause significant data loss of data integrity problems or are related to compromised security.

Priority 2 - Support Team responds with in 2 hours

Issues that prohibit the use of standard features where the issue does not have an available workaround and its resolution is needed to avoid significant financial burden to the business.

Priority 3 - Support Team responds with in 8 hours

Issues that involve partial, non-critical loss of functionality of the software or impairs some operations but allows continued use of the software.

Priority 4 - Support Team responds with in 1 Business Day

Cosmetic issues, including errors in the documentation, general usage questions, and recommendations for product enhancements or modifications.