

Service parameters of "Enterprise" products, valid from 01/05/2023

Available services

	Basic	Standard	Premium
<i>Incident Reporting</i>		yes	
<i>Troubleshooting and Data Support</i>		yes	
<i>Reporting New Requests</i>		yes	
<i>Service Portal</i>		yes	
<i>Hotline</i>		yes	
<i>Service Hours</i>	07:30 - 15:30 (8h)	06:00 - 18:00 (12h)	06:00 - 22:00 (16h)

Service support parameters: INCIDENT

<i>Reaction Time (report ticket) to (hour)</i>	<1
<i>Solution proposal time to (from the time of acceptance reports)</i>	<1
<i>Resolution time to (from time of acceptance reports)</i>	<4

Service Support Parameters: PROBLEM: Priority 1 (High)

<i>Reaction Time (report ticket) to (hour)</i>	<1	<1	<1
<i>Solution proposal time to (from the time of acceptance reports)</i>	<4	<2	<1
<i>Resolution time to (from time of acceptance reports)</i>	<16	<8	<4

Service Support Parameters: PROBLEM: Priority 2 (Medium)

<i>Reaction Time (report ticket) to (hour)</i>	<2	<2	<1
<i>Solution proposal time to (from the time of acceptance reports)</i>	<8	<8	<4
<i>Resolution time to (from time of acceptance reports)</i>	<64	<32	<24

Service Support Parameters: PROBLEM: Priority 3 (Low)

<i>Reaction Time (report ticket) to (hour)</i>	<4	<4	<1
<i>Solution proposal time to (from the time of acceptance reports)</i>	<16	<8	<4
<i>Resolution time to (from time of acceptance reports)</i>	<128	<64	<48
<i>Consulting support and requested data interventions (number of available hours included in the price of the work; non-transferable, impossible to use for upgrades)</i>	8	16	32