

smartPM Service Levels¹ - Overview



✓ Do you want uncomplicated, fast, reliable and English-speaking support for your planning processes?

✓ Choose one of our service level packages, which guarantees fast & pragmatic support, even outside of regular project times.

	Bronze	Silver	Best value Gold	Platin
Response time ¹	16h	8h	4h	2h
Primary Contact Person	at smartPM's discretion	at smartPM's discretion	Dedicated Staff	Dedicated Staff
Skill Level of Support Personnel	at smartPM's discretion	at smartPM's discretion	Senior Consultant +	Principal Consultant +
Support hours included ²	2h	4h	8h	12h
Service hours	regular business hours Austria (09.00 – 17.00 CET)	regular business hours Austria (09.00 – 17.00 CET)	extended business hours Austria (08.00 – 20.00 CET)	extended business hours Austria (08.00 – 20.00 CET)
Help with technical Support	according to contract	2nd Level Support Communication with vendor Support	2nd Level Support Communication with vendor Support	2nd/3rd Level Support Communication with vendor Support
Training for new features ³	20% off	50% off	included	included
Annual system health check ⁴	20% discount	50% discount	included	included
Updating module content ⁵	-	-	-	included
Functional test before performing updates ⁶	-	-	-	included

¹ This will cover all questions and problems concerning your individual FP&A solution.

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 Regular Price € 2.250,- excl. VAT

⁵ Regular Price € 4.900,- excl. VAT

⁶ Applies to smartPM modules, updates of the model contents at regular intervals.

⁷ Basic functions of the customer model are tested on the test system before deploying updates. (hotfixes, release change).