Service Level Agreements ("SLAs")

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

We have defined four different levels of service for your convenience:

	Bronze	Silver	Best value Gold	Platin
Response time[2]	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[3]	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[4]	20% off	50% off	included	included
Annual system health check[5]	20% discount	50% discount	included	included
Updating module content[6]	-	-	-	included
Functional test before performing updates[7]	-	-	-	included
Cost per month (€ excl. VAT)	on request	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. The terms and conditions of smartPM.solutions GmbH apply.
[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]Price on request
[5]Price on request
[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).