

# Your SmartSupport™ SLA response times



Priority	Description	Response time
Core P1	Loss of service	15 min
Core P2	Degraded service / slow response but service still running / critical service restoration	1 hour
Core P3	Non critical issues e.g. provisioning of new services	4 hours
User P1	User's desktop device is unusable and they are unable to perform any work	1 hour
User P2	User has a problem with a specific application or device (printer)	4 hours
User P3	User requests a data restore or change to their desktop device	8 hours

\*Response time equates to logging the incident, analysing, updating the user as to the plan of action and commencing the action.

## Delivery driven by SLA

Service Level Agreements (SLAs) are a key part of SmartSupport service delivery and are the measurement for success both internally and externally. Not only are they the agreed benchmark for our response times, but they also form SmartSupport's internal key performance indicators. We measure and reward internal performance the same way that our customers measure us - response times, resolution times and customer satisfaction. This ensures the entire company is synchronised and motivated to achieving the same goal of happy and supported customers.