

RIEDEL CARE ENHANCED SERVICE LEVEL AGREEMENTS

Riedel Care Enhanced is aimed at more critical deployments where a higher prioritisation and a more comprehensive set of support services are needed.

In addition to the elements included within Riedel Care Standard, the Enhanced tier provides you with faster response, advance part replacements and software update and upgrade releases, which include new features and functionality.



Riedel Care				
FEATURES	NO SLA	STANDARD	ENHANCED	PREMIUM
Phone Support				
8x5	✓	✓	x	x
24x7	x	x	✓	✓
Email Support	✓	✓	✓	✓
Portal Support	✓	✓	✓	✓
Software Maintenance Updates (Bug Fix - v1.0 -to v1.1)	✓	✓	✓	✓
Software Version Upgrades (i.e. v1.0 to v2.0)	x	x	✓	✓
Remote Dial in Support	x	x	✓	✓
On Site Support (Emergency Response)*	x	x	x	✓
Hardware Advance Exchange or Repairs**	Fixed Price	✓ included	✓ included	✓ included
Knowledge Base	✓	✓	✓	✓
Annual On Site System Check	x	x	x	✓
RESPONSE TIME				
Emergency and High	Best Effort	4 hours	1 hour	30 mins
Medium and Low	Best Effort	2 Business Days	Next Business Day	Same Business Day
Portal or Email Response Time (all severities)	Best Effort	2 Business Days	Next Business Day	Same Business Day
Critical Remote Dial in Support Response Time	-	-	4 Hours	2 Hours
Critical On Site Response Time	-	-	-	Despatch 24 hours
Hardware Advanced Exchange or Repair Time	Best Effort	20 Business Days	15 Business Days	10 Business Days

* On site support will be provided where both telephone and remote dial in support has not been able to restore the system

** Where advanced exchange stock is available it will be despatched the next business day. Where stock is not available repair times shall be within the indicated times shown above.