

RIEDEL CARE STANDARD SERVICE LEVEL AGREEMENTS

This entry level of Riedel Care is aimed at providing essential support for your products.

You will also have access to 8x5 telephone support with committed response times as well as enhanced repair turnaround times. Riedel Care Standard also provides access to software maintenance releases keeping your products up to date.



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.