SUPPORT SLA

Date of version: 2024-10-01

We guarantee response times for all customer tickets which are reported via our support portal or via e-mail.

Included in our standard platform services we monitor all infrastructure and core services 24x7 and we provide customer support according to this SLA. 24x7 monitoring of customer environments is not included in the base service but is available as an add on.

All support requests shall be registered through the Elastx Support Portal, https://support.elastx.se or email, support@elastx.se.

Case severity levels and response times

All incidents logged with Elastx support portal are assigned a severity based on the impact on your business. Severity may be changed after initial contact and assessment of the issue made by an Elastx support engineer. The following table defines the severity and the targeted initial response times. Please keep in mind to clearly explain the business impact of your issue when contacting Elastx support engineers.

Urgent - Business Critical Impact

15 minutes maximum response time.

Customer's production server is stopped or otherwise impacted in such severe manner that the customer or its commercial end users cannot reasonably continue to work. Customer cannot resolve the issue on his or her own.

For Urgent severity issues, Elastx will begin work on the issue within 15 minutes of notification and will continue to process with top priority until the customer is given a fix or workaround, or the severity of the issue is being downgraded. Customer resources must be made available and the customer shall reasonably cooperate with Elastx to resolve the issue.

Urgent severity issues may be defined by the following characteristics:

- System hang or crash situations
- Data loss or data corruption
- Critical functionality not available

High - Significant Business Impact

1 hour maximum response time.

Important product features are unavailable with no acceptable workaround. Customer or customers end users production service on a primary production server are functioning with limited capabilities or are unstable with periodic interruptions.The software may be operating but is severely restricted.

Severity Level 2 problems may have the following characteristics:

- Product error or failure forcing a restart or recovery
- Severely degraded performance
- Functionality unavailable but the system is able to operate in a restricted fashion.

Normal - Low Business Impact

4 business hours maximum response time. The definition of business hours is weekdays Monday to Friday 09-17 CET excluding Swedish public holidays.

Normal severity problems may have the following characteristics:

- Error message with workaround
- Minimal performance degradation
- Incorrect product behavior with minor impact

Low - No Business Impact

Next business day maximum response time.

Low severity problems may have the following characteristics:

- Questions on product functionality or configuration
- General requests for advice on product usage
- Clarification on product documentation or release notes
- Product enhancement requests

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