

Application manuals

Work team of dedicated consultants

Service and support for the installation of updates or corrective / preventive maintenance to the application

Tax advice (10 hours)

Scaling matrix

which can be contracted as an option.

To report an incident remember that the options are the following:

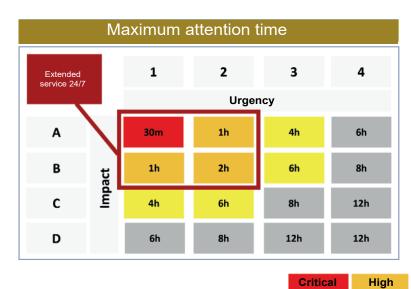
Our email

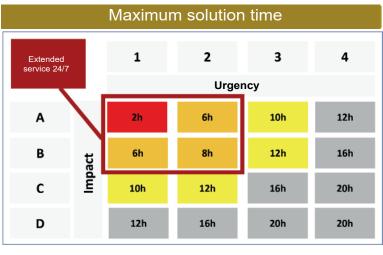






Support's SLA





Hours of operation of this policy is from Monday to Friday from 8:00 a.m. to 8:00 p.m.

Medium

Low



IMPACT

A. Workflow stopped. Loss of a critical system or service. Request for access to a system or service that performs a work that is critical to the business. Unable to do main work assignment.

B: Workflow hampered, that is, a problem with a critical system or service, or severe performance degradation. Serious interruption of primary work.

C: Problem or service interrupted in a non-critical business function, it may work on the primary work assignment, but the response is slower than normal or it may not work on the non-primary work assignment.

D: Doubts or errors in the system configuration. Doubts about parameters or variables of the system. Doubts or mistakes about the daily operation.

SLA's matrix

URGENCY

1: The impact has already occurred or will occur in the following hours. + - 72 hrs. at the end of each month.

2: The impact will occur at the end of the day or current shift + - 72 hours of the fortnight of each month.

3: The impact will occur within the following days.

4: Currently there is no impact forecast. Delivery date agreed.

2 Critical **Urgency** Critical Medium High Low В High High Medium Low Impact Low Medium Medium Low Low Low Low D Low Critical

To report an incident remember that the options are the following:



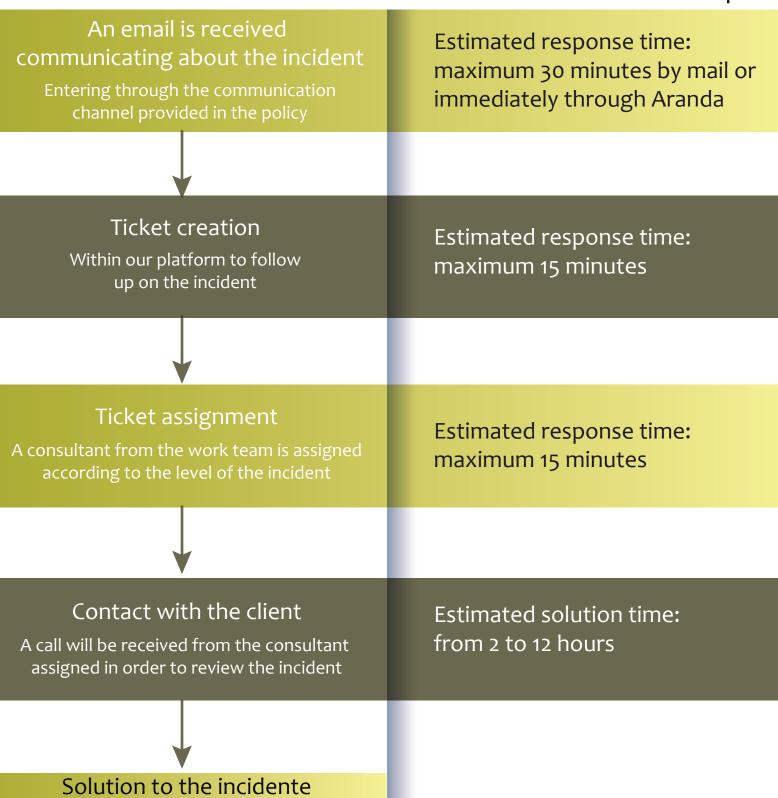
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Our email soporte.escalonado@ateb.mx



Response times

Medium Impact Incident Example



To report an incident remember that the options are the following:







The solution is granted to the client and the ticket is closed in our system