

# ◀ Welcome to your Support policy

## PREMIUM Policy

The Premium service has the following benefits:

User and password of Aranda Platform

Attention to incidents via telephone, email, Microsoft Teams, AnyDesk or Aranda from Monday to Sunday

Invitations to Informative events and notification of updates

Remote courses on the application or its updates

Application manuals

Work team of dedicated consultants

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

Agreements of service levels determined by the corporate (SLA)

Resource (in plant) from monthly equal

Compliance indicators (KPIs) under contract

Attention to incidents 24/7

Bank of development hours for improvements or adjustments (30 hours)

Tax advice (24 hours)

Scaling matrix

## Tiered Service

Not all our clients have the same needs, which is why we created the Tiered Service Policy solution, which can be contracted as an option.

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



Support Portal  
<https://mesadeservicio.ateb.com.mx:8026/USDKV8/#/login/>



Our email  
[soporte.escalonado@ateb.mx](mailto:soporte.escalonado@ateb.mx)



Our phones  
5118 0300 ext. 1009

# « Support's SLA

## Maximum attention time

		1	2	3	4
		Urgency			
Impact	A	30m	1h	4h	6h
	B	1h	2h	6h	8h
	C	4h	6h	8h	12h
	D	6h	8h	12h	12h

## Maximum solution time

		1	2	3	4
		Urgency			
Impact	A	2h	6h	10h	12h
	B	6h	8h	12h	16h
	C	10h	12h	16h	20h
	D	12h	16h	20h	20h

Critical High Medium Low

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

## PREMIUM Service

### 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

		1	2	3	4
		Urgency			
Impact	A	Critical	High	Medium	Low
	B	High	High	Medium	Low
	C	Medium	Medium	Low	Low
	D	Low	Low	Low	Low

### 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.

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## « Response times

## Medium Impact Incident Example

An email is received  
communicating about the incident

Entering through the communication  
channel provided in the policy

Estimated response time:  
maximum 30 minutes by mail or  
immediately through Aranda

Ticket creation

Within our platform to follow  
up on the incident

Estimated response time:  
maximum 15 minutes

Ticket assignment

A consultant from the work team is assigned  
according to the level of the incident

Estimated response time:  
maximum 15 minutes

Contact with the client

A call will be received from the consultant  
assigned in order to review the incident

Estimated solution time:  
from 2 to 12 hours

Solution to the incidente

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

\*The service and solution times are approximate,  
since we adapt to the client's times.

\* Ticket management on proprietary platforms.

\* Times may change if development is required.

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