

# « Welcome to your Support policy

## STANDARD Policy

The Standard service has the following benefits:



Attention to incidents during office hours by phone or email.

Information of new authority requirements and commitment dates.

Invitations to Informative events and notification of updates.



Remote courses on the application or updates.

Application manuals

## 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:



Our email  
soporte@ateb.mx



Our phones  
5118 0300 option 3

# Support's SLA

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

## Maximum attention time

|        |   | 1       | 2   | 3   | 4   |
|--------|---|---------|-----|-----|-----|
|        |   | Urgency |     |     |     |
| Impact | A | 1h      | 2h  | 6h  | 8h  |
|        | B | 2h      | 4h  | 8h  | 12h |
|        | C | 6h      | 8h  | 12h | 16h |
|        | D | 8h      | 12h | 16h | 16h |

## Maximum solution time

|        |   | 1       | 2   | 3   | 4   |
|--------|---|---------|-----|-----|-----|
|        |   | Urgency |     |     |     |
| Impact | A | 4h      | 8h  | 16h | 18h |
|        | B | 8h      | 12h | 18h | 20h |
|        | C | 16h     | 18h | 20h | 24h |
|        | D | 18h     | 20h | 24h | 24h |

Critical High Medium Low

## Service STANDARD

### 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.

24/7 stamped tickets attention

## 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 2 business hours

Ticket creation

Within our platform to follow  
up on the incident

Estimated response time:  
maximum 2 business hours

Ticket assignment

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

Estimated response time:  
maximum of 4 business hours

Contact with the client

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

Estimated solution time:  
from 4 to 18 business hours

Solution to the incidente

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

Attention hours are  
contemplated within  
business hours

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