

QualiWare Support

	BRONZE	SILVER	GOLD
QUALIWARE INCIDENT MANAGEMENT	X	X	X
MONTHLY SERVICE IMPROVEMENT REPORT	X	X	X
GLOBAL REACH	X	X	X
EMERGENCY HANDLING		X	X
SAME DAY RESPONSE		X	X
NEXT DAY RESOLUTION		X	X
HOTLINE		X	X
MULTIPLE PRODUCTION ENVIRONMENTS			X
24/7 SERVICES			X
PRICES FROM	€10.000	€23.500	ON REQUEST

CONTACT

Contact us to schedule an informal meeting and presentation of our products and solutions to see how we can help you achieve your desired business outcomes

Please call +45 45 47 07 00 or e-mail us at info@qualiware.com

QualiWare Service Level

	BRONZE	SILVER	GOLD
RESPONSE EMERGENCY		2 HOURS	1 HOUR MON-SUNDAY 00:00-24:00
HIGH	NEXT BUSINESS DAY	4 HOURS	2 HOURS
MEDIUM	3 BUSINESS DAYS	3 BUSINESS DAYS	3 BUSINESS DAYS
LOW	INCLUDED IN SERVICE, BUT IS NOT MEASURED	INCLUDED IN SERVICE, BUT IS NOT MEASURED	INCLUDED IN SERVICE, BUT IS NOT MEASURED
OPENING HOURS	MON-FRIDAY 09:00-16:00	MON-FRIDAY 09:00-16:00	MON-FRIDAY 09:00-16:00
RESOLUTION EMERGENCY		NEXT BUSINESS DAY	8 HOUR MON-SUNDAY 00:00-24:00
HIGH	4 BUSINESS DAYS	4 BUSINESS DAYS	3 BUSINESS DAYS
MEDIUM	10 BUSINESS DAYS	10 BUSINESS DAYS	10 BUSINESS DAYS
LOW	INCLUDED IN SERVICE, BUT IS NOT MEASURED	INCLUDED IN SERVICE, BUT IS NOT MEASURED	INCLUDED IN SERVICE, BUT IS NOT MEASURED
OPENING HOURS	MON-FRIDAY 09:00-16:00	MON-FRIDAY 09:00-16:00	MON-FRIDAY 09:00-16:00

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