

What do our different levels of technical support include?

	Modalities		
	Bronze	Silver	Gold
Services	Always included in the contracted service		
Customer services from Monday to Friday, for 12 hours	✓	✓	✓
Customer services 24 hours a day, 7 days a week	✓	✓	✓
3 interventions of 20 minutes per month	✗	✓	✓
Response time			
Notification of incidents	10 minutes	10 minutes	10 minutes
Treatment of incidents	15 minutes	15 minutes	15 minutes
Length of time for action*			
Level A. No service	4 hours	2 hours	30 minutes
Level B. Severe impact	6 hours	4 hours	1 hour
Level C. Moderate impact	8 hours	6 hours	2 hours
Level D. No impact	12 hours	8 hours	4 hours
Notification of progress*			
Level A. No service	Upon completion	Every 4 hours	Every hour
Level B. Severe impact	Upon completion	Every 6 hours	Every 2 hours
Level C. Moderate impact	Upon completion	Upon completion	Every 4 hours
Level D. No impact	Upon completion	Upon completion	Upon completion
Monthly interventions			
Number of monthly interventions	0	3	3
Maximum time for intervention	-	20 minutes	20 minutes

* What are the levels of impact?

Level A – NO SERVICE: Inoperative service, all functionalities disabled.

Level B – SEVERE IMPACT: Service with lowered performance, affecting functionalities.

Level C – MODERATE IMPACT: Service with lowered performance, affecting some of the functionalities.

Level D – NO IMPACT: 100% operational service, only changes or improvements are necessary.

Would you like more information about our technical support modalities?

Write to us at comercial@adam.es and request a meeting with our expert team.