SLA & Escalation Matrix

We, at *astTECS value our customers and their needs. Although we are continuously striving hard to make our product & support better, at times there are some incidents which needs immediate attention. For those incidents we have established our own Global Support Management Centre (GSMC) at India. Our in-house support centre caters to the urgent needs of our customers / partners by providing timely and accurate support, where every call is monitored and evaluated on technical and quality assurance parameters.

1   Technical Support Structure

*astTECS technical support is organised in multiple levels. The support is provided based on the following packages:

- Basic
- Gold
- Platinum
- On Call
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The teams in other countries/cities could be direct *astTECS offices or partners. These partners have technical people trained by *astTECS and capable of handling any on-site technical support.

The GSMC system is built in such a way that 99% of the issues can be addressed & rectified remotely. The first point of contact for the customer is always the GSMC at India. After an initial analysis of the case, this would be distributed internally to the respective experts. In case, of an on site visit is unavoidable *astTECS will contact the local partner to go on-site and carry out an analysis / resolution.

2   Customer SLA

*astTECS differentiates between 4 types of SLA – Basic, Gold, Platinum and on call.

Following table gives the details of the four levels:

Category	Basic	Gold	Platinum	On Call
Hardware **	NA	NA	NA	NA
Support - Initial Analysis of Issue	Within 2 hrs	Within 1 hr.	Within 1 hrs.	Within 2 hrs
Major Issue priority	2 Working days	2 Working day	1 Working day	2 Working days
Critical Issue priority	48hrs	24 hrs.	8 hrs.	NA
Remote – Health check	once/week	once/week	Twice/week	NA
On-site visit – Health check	NA	NA	Once/Month applicable in India	NA
Timing – Free Support	9 x 5	24 x 5	24 x 7	NA
Escalation Time	Every 6 hrs	Every 4 hrs	Every 2 hrs	Every 6 hrs

**** - Applicable only for continuous support contract**

3   Terms Defined

1. Evaluation Team: Every incident which is reported comes to this team, and they create a ticket for the customer (if not already created) and assign Priority for the same. Priority is based on certain parameters which are predefined and have been decided after taking various parameters into consideration.

2. Level 1 Team: These are more experienced engineers than Evaluation team and are more technically competent as well. If Evaluation team is not able to solve the reported incident, it is escalated to this team or, if the priority of a ticket is higher the ticket is escalated to this team.

3. QA Team – Level 2 : This is the team who has designed the product. Developers and Quality assurance engineers work in this team. If a Tech Lead is not able to resolve a problem it is escalated to this team. They try to recreate the issue and find either a solution

or a workaround. The maximum time-frame for them to work on the reported issue is 5 business days.

4   Escalation Matrix

Issue Reported at Evaluation Team	GSMC direct line	080 – 42425050 technical@asttecs.com
Escalation Level 1	Tech Lead	080-42425020
Escalation Level 2 QA Team	Product Manager	080-42425030
Final Escalation	COO, CTO	080-42425099 emergency@asttecs.com

- Once you register the case a Ticket ID will be created and use this ID as reference in all Levels of escalation.
- Once the escalation crosses Level 1& issue is not resolved, Customer can contact the concerned
  Sales Contact immediately.