Setting and managing support priority levels

The Ntico Operation Support team is at your disposal from Monday to Friday, from 9 a.m. to 6 p.m.

As an OpCon Client, you have access to a specialized team of certified and knowledgeable technicians who have the technical training and experience to commit to providing optimal service to all of our Clients. We understand and know how to deal with your need for assistance in dealing with situations of high criticality. We therefore offer you different levels of support management priorities defined below:

SUPPORT CONTACT

Toll-free number:
+33 (0) 805-696-320

Support Portal :
www.smatechnologies.com/support
www.ntico.com/support

Priority 1 - 24/7

- OpCon production environment **shut down, complete inability** to execute jobs according to product documentation
- Response time: 1 hour

Priority 2 - 24/7

- Partial inability to run jobs **from the OpCon Production environment** in accordance with product documentation and no workarounds
- Response time: 2 hours

Priority 3 - During business hours only

- |Partial ability to run jobs **from the OpCon Production environment** according to the product documentation
- Response time: 3 hours
- Response: Support Technicians during business hours

Priority 4 - During business hours only

- Routine support for all Client environments
- Response time: 1 business day

Support escalation priority

Customer

Create Case →

CASE SMA-XXXXXX
Name
Priority
Subject

Description

Case Triaged →

SMA Customer Support

Need Update

Need Higher Urgency

Escalate to Support Management

High Priority P1 / P2

Support Management Notified

Normal Priority

1 Hour

1 Business Day

Analyze

Identified Resolution ? — YES → **Resolution**

NO

Escalate

Bring in More Technical Resources

Analyze

Identified Resolution ? — YES → **Resolution**

NO

Escalate

1 Hour

4 Business Days

Notify Account Executive & Executive Leadership

Support & Development

Resolution