

Service and Support - SLA

Our service really begins at the start of each project where we will help you along the installation and implementation within your Aerodrome. After activation with our Airside Sync product, you can rely on the highest quality standards for availability and security in our SaaS solution.

To suit your needs, we offer various Service Level Agreements – choose the one that fits your needs the best.

Bronze



Silver



Gold



Platinum



Price ^{*1}	included	20%	30%	price on request
Contact method				
Ticket	✓	✓	✓	✓
Mail	✓	✓	✓	✓
Telephone	✗	✓	✓	✓
Business hours	Mon-fri 08.00-17.00 ^{*2}	Mon-fri 08.00-17.00 ^{*2}	Mon-fri 08.00-17.00 ^{*2}	24 / 7 / 365
Response time	NBD ^{*3}	2 h	1 h	1 h
Resolution time	-	8 h	4 h	4 h
Availability^{*4}	> 0,99	> 0,99	> 0,999	> 0,99999
Penalty	10% the SLA cost	10% the SLA cost	10% the SLA cost	10% the SLA cost
Extra			40 hours of development, training, or consultancy is included annually	40+ hours of development, training, or consultancy is included annually

^{*1} of list price on purchased product

^{*2} CET (excl bankholidays)

^{*3} Next Business Day

^{*4} monthly