

Service Level Agreement

Ready to give support whenever you need



A priority support offer, structured on three levels to grant a direct and tailor-made assistance, according with the customer's specific requirements.

The SLA gives the possibility to endorse a *software maintenance*, which allows the customer to freely upgrade in order to keep the interested systems always updated.

Why sign the SLA?

- ✓ Keep your systems always updated
- ✓ Prior and dedicated assistance, structured on three different levels
- ✓ Simple management of your scheduled maintenance plan

There are 3 SLA service support packages, they are:

STANDARD

ADVANCED

PREMIUM

According with the subscribed package, the priority response time changes.

As well as the 24/7 assistance, the SLA offers many others benefits:



Thank you!

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Please contact the CUSTOMER CARE
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