

# pim Service Department



The pim Service Team is ready to assist you and can be reached in the following ways:

**Hours of Service:** Onsite and remote service is available 8:00am-5:00pm Monday-Friday. Phone: (804) 897-8347, option 2 or [support@proactive-info.com](mailto:support@proactive-info.com)

**After Hours:** (PASS – ProActive Afterhours Support Services) After Hours support service is available by calling (804) 897-8347, option 2.

## Brief Overview of Our Service Level Agreement:

PRIORITY LEVEL	PRIORITY STATUS	PRIORITY DEFINITION	CLIENT'S RESPONSIBILITY	PROACTIVE'S RESPONSIBILITY	PROACTIVE'S RESPONSE TIME	RESOLUTION GOALS
1	ASAP / Critical	Network or system down, severely degraded, more than 75% of staff or business operations are impacted	Assumes that client will remain available around the clock until the problem is resolved	ProActive will commit (24/7) as many resources, including third party resources, dedicated to the incident response until resolved	Remote Response time 1 to 60 minutes. Onsite Response time will be determined with client	Find the source of the problem, determine stakeholder to contact or work with third party vendor if problem resides with third party, provide back-up hardware resources if needed to reduce downtime
2	High	Network or system severely degraded, more than 50% of staff or business operations are impacted, heavily used computer severely degraded	Assumes that client will remain available around the clock until the problem is resolved or assumes that highly impacted affected use / computer will be available and accessible until problem is resolved	ProActive will commit a team of resources dedicated to the incident response until resolved (during contractual hours)	Remote Response time is 30 to 60 minutes. Onsite Response time will be determined with client on a case-by-case basis	Find the source of the problem, determine stakeholder to contact, work with third party vendor if problem resides with third party, provide backup-up hardware resources if needed to reduce downtime
3	Medium User or Network Impaired Performance	User or network performance is impaired, while most business operations remain functional	User or point of contact is willing to commit time during contractual hours to restore service	ProActive will commit fulltime resources available during contractual hours to bring issue to resolution	Remote Response time is 30 to 60 minutes. Onsite Response time will be determined with client on a case-by-case basis	Find the source of the problem and determine if third party vendor is needed to resolve the problem
4	Low Information or General Assistance	User requires information or assistance, point of contact requires assistance on product features or configuration	User/point of contact will be available during contractual hours on a best effort basis to provide information or assistance	ProActive will commit resources during contractual hours to respond to requests for information or assistance	Initial Remote Responses time is 45 to 60 minutes. Onsite Response time will vary depending on location/resource availability or subject matter availability	Provide assistance and resolve issues for clients as quickly as possible
5	Planned Scheduled User Assistance or Scheduled Maintenance	Planned assistance with user or planned scheduled maintenance: Patch, update, service release or other customer related maintenance procedures	Users available when scheduled to troubleshoot, point of contact willing to provide resources as required to implement scheduled maintenance	ProActive to perform tasks as scheduled	As planned with customer and ProActive	Planned maintenance to be implemented as scheduled, backed out or unscheduled changes will be communicated between customer and ProActive

