Insight uk

Your Facilities Services Partner

Support - SLA

Support
Service Level Agreement

"We provide the Facilities Services,
so that you can get on with the Facilities Management"

QMS ISO 9001 REGISTERED

www.insightuk.com

QMS ISO 14001 REGISTERED

Service Level Agreement - SLA

Service Level Agreement

Support Facility / Call Out Service

As a Contract Customer you are provided access to Insightuk's 24 -7 Support Facility / Call Out Service, this Facility / Service is available 24 hours a day, 7 days a week and is offered via a staged Service Level Agreement.

Insightuk Helpdesk

Insightuk's Helpdesk department powers its Support Facility / Call Out Service. Being Customer Facing, 24 hours a day, 7 days a week and holding such a responsible position (managing Support / Call Outs) Insightuk knew its Helpdesk had to be a little bit special.

A Helpdesk Team can make or break a company's reputation and alienate a customer quicker than anything else.

Insightuk has worked to ensure its Helpdesk Team is one of the best in the Industry, with its perpetual training program and simulated job demonstrations, Insightuk's Helpdesk is much more than an inexperienced pacifier.

Being trained to ask the right questions and with a 'real' understanding of the site issues at hand, Insightuk has developed a Helpdesk Team that quickly and efficiently ascertains the right information to provide the right solution to any problem.

Insightuk's Standard SLA

The 24 Hour Support Facility/Call Out Service, SLA is divided into the following five categories, Insight*uk* aims to respond to the applicable Support/Call Out severity as follows:

SLA Response Time	Response Level	Description of Breakdown Severity
4 Hour	Emergency	Presents a Danger to the End User and/or Building Fabric
8 Hour	Highly Critical	Highly Critical to the Normal Operation by the End User
1 Day	Critical	Critical to the Normal Operation by the End User
2 Days	Urgent	Urgent but Not Critical to Normal Operation by the End User
5 Days	Required	Not Urgent & Not Critical to Normal Operation by the End User

** A Day represents 24 Hours.*

Support Facility Costs

Whilst the Support Facility Provision is available without charge to you, the 'Contract' Customer, all works carried out as a consequence of the use of the Facility are strictly chargeable at Insightuk's current charging rates and/or price lists.

Customer Specific SLA

Insightuk is able to tailor its Service Level Agreements to suit a Customer's specific requirements, please do ask for further information.

92%	100%	98%	22Secs	90%
KPI Success	Call Out Attendance	United Kingdom Coverage	Longest Call Answer Time	Customer Satisfaction