

Customer Care



Customer enters a ticket in the Customer Care portal



Resolved by a team of specialists and developers



30 minutes



Case number logged



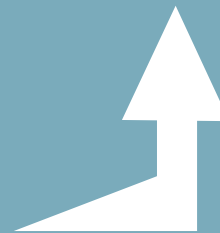
Assigned to a specialist



1 hour



Case reviewed and assigned a priority



Urgent system is down
1 hour response time

High major impact
4 hour response time

Normal minimal impact
16 hour response time

Low no impact
24 hour response time

2017 average resolution time for HIGH PRIORITY tickets: 1 hour