



Customer Support: Accelerate (formerly Agency Edition)

This document sets out the levels of service (SLAs) that we aim to deliver for our customers. The service levels stated are not contractual.

Service levels relate to Support tickets (Incidents and Standard Service Requests). The table below provides a description of the various ticket types we handle:

Ticket type	Description
Incident	Product or service is not working as intended.
Standard Service Request	A standard request that the customer is unable to fulfil via self-service, for example set up or amend system configuration, portal feeds, or internet registrations.

Our SLA 'clock' is operational during our core opening hours which are Monday to Friday 09:00 to 17:30, excluding bank holidays. The clock runs for the time in which a ticket is sat with Reapit and pauses whilst back with the customer, a 3rd party or if it requires a product fix.

Please note: our Support teams do not support the AppMarket/Foundations. Issues with a 3rd party app in the AppMarket should be flagged to the app provider/developer who can raise a ticket directly with our Developer Portal API Support team should they need assistance from us.

Response and resolution targets

Ticket type	Priority	Impact	Customer service impact	First response	Customer update	Resolution time
Major Incident	P0	Major Incident	Internal use only as per Reapit's Major Incident Management Policy.			
Incidents	P1	Critical	Software is down for a high number of users. Confidentiality or privacy is breached. Customer data loss.	30 minutes	1 hour	1 working day
	P2	High	Critical functionality interrupted, degraded or unusable, having a severe impact on the business and/or a high number of users.	1 hour	4 hours	2 working days
	P3	Medium	Non-critical functionality is unusable or hard to use, having an operational impact.	4 hours	1 working day	3 working days
	P4	Low	A minor inconvenience to the business. Usable performance degradation.	1 working day	2 working days	5 working days
Standard Service Requests						3 working days*

*From when the ticket is approved by a key contact within your business.

First response is the duration between the time a customer reports an Incident and the time our Support team first responds to say that it has been picked up for investigation.

Customer update refers to the frequency of interactions between our Support team and the customer, to provide an update on the progress of the Incident.

Resolution Time is the duration between the time a customer reports an Incident and the time that our Support team first offers a resolution. If an Incident requires a product fix, the above targets will not prevail and will instead be subject to reasonable endeavours. Critical product fixes as determined by Reapit will be progressed as a priority.

Frequently asked questions

We have a comprehensive set of articles on our [Knowledge Base](#) to help answer "How Do I" questions. Available 24/7, it's so easy to navigate and we're constantly adding new content to answer the most common questions.

How to get in touch

Our teams are available to respond to your queries Monday – Friday, 09:00 – 17:30, excluding bank holidays.

Contact method	Description	Link
Customer Portal	For the fastest resolution, use our online portal to log, track and update your tickets.	reapitsupport.refined.site

Escalation Process

We work to the SLAs outlined above and prioritise support tickets based on their impact to our customers. To escalate a ticket, in the first instance, please add a comment to the ticket in the [Reapit Service Desk Portal](#), and a member of the team will be happy to help.

If you're not happy with our response, please click on the 'Escalate to a Manager' button that is displayed when accessing the ticket in the [Reapit Service Desk Portal](#). A member of the Support Management Team will pick up the escalation and ensure that you receive a response within 1 working day.

To ensure that your escalation can be prioritised and managed effectively it must meet the following criteria:

- Ticket is outside of SLA.
- If the ticket is not outside of SLA, the business impact is stated to explain why it should be re-prioritised.

In the unlikely event that you're dissatisfied with the response provided, please visit our [Feedback page](#) where you can access our Customer Complaint Policy and submit a complaint to your Customer Success Manager.