

Service Level Agreements



We are Lyon Managed Services,
a technology services company
dedicated to addressing the intricate
security and technological needs of
creative enterprises based in London.

Service Level Agreements

	Tier 1		Tier 2		Tier 3	
Hours of Operation	09:00 to 17:00		09:00 to 18:00		08:00 to 18:00	
	1 st Assessment	Call to Site	1 st Assessment	Call to Site	1 st Assessment	Call to Site
Priority 1 – Business Critical Problem This is a problem that prevents the company from working with all users affected.	2 Hours	4 Hours	1 Hour	2 Hours	30 Minutes	1 Hour
Priority 2 – Business Serious Problem This is a problem that affects multiple users within the business but with an available workaround.	4 Hours	6 Hours	2 Hours	4 Hours	1 Hour	3 Hours
Priority 3 – Business Inconvenience This is a problem that affects a single user within the business that has no available workaround.	6 Hours	8 Hours	4 Hours	6 Hours	3 Hours	4 Hours
Priority 4 – Business Cosmetic This is a problem that does not prevent a user from working or any major loss of productivity.	8 Hours	4 Days	6 Hours	3 Days	4 Hours	2 Days

The above durations reflect the maximum time it should take us to make a first assessment. We endeavour to make every effort to ensure that the 1st response time is as instant as possible.

Time to respond – We aim to respond to each support query as detailed above. If at any time you believe that we have not met our designated SLA, please do not hesitate to contact us. We will happily discuss timescales and further resolution action if needed to ensure SLA's are not breached in the future. Compensation in time may be agreed, should we believe that we have not fulfilled our own expectations. Where we need to consult with 3rd parties to assist with problem resolution, we will suspend the response time until the problem is handed back to us.

Time to Fix – The time to fix is not the same as the time to respond to a SLA. Timescales for full resolution may not be provided unless the support representative is certain of the fault at hand. Complexities will depend on the type of fault; hardware, software or software caused by hardware failure. Timescales may be further hampered depending on whether or not the fault requires a hardware replacement. This will also depend on whether or not the equipment is under warranty. Where the part is under warranty, we will do our best to find a suitable replacement.

Security SLA Timescale – Any user amendment where possible will be completed within 60 minutes. However, The addition of new user accounts and profiling of the users' workstation will require a minimum of 7 working days of notice and is classified as a service request.