



CLOUD Advance

Support Services SLA Definitions
& Standard Response Times



Google Cloud
Partner

Managed Service Provider

Our 100% SLA Promise to You

Service - We have an exceptional service record and an extraordinary team dedicated to transformative results.

Quality - We adhere to the highest international quality standards – delivered consistently across everything we do.

Security - Data security is important to us, so we regularly audit our processes to keep your data safe.

Expertise - We have over 12 years of experience in scoping, delivering and managing business-critical services for many of the world's leading organisations.



Google Cloud

Appsbroker is the largest
Google Cloud-only
Managed Service Provider
(MSP) Partner in EMEA.

Enjoy a fully-managed
service wrap with
CLOUD Advance.

1

Priority: Urgent (P1)

Product or service is unusable for a large numbers of users, resulting in a significant loss of business functionality.

Response SLA: 30 mins

Coverage: 24 x 7

2

Priority: High (P2)

Product or service is severely impaired / a significant feature or function is degraded - with significant impact to the region.

Response SLA: 2 hrs

Coverage: 24 x 7

3

Priority: Medium (P3)

Product or service is partially impaired / a feature or function isn't working as expected / the user is affected but can still function.

Response SLA: 4 hrs

Coverage: 08:00-18:00 | Mon - Fri
(Excluding Public Holidays)

4

Priority: Low (P4)

Product or service is usable (service requests).

Response SLA: 8 hrs

Coverage: 08:00-18:00 | Mon - Fri
(Excluding Public Holidays)

5

Monitoring & Alerting

Proactive environment monitoring.

Response SLA: N/A

Coverage: 24 x 7

Get started today!

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