
Enterprise SLA & Managed Operations Support Schedule

24/7/365 Monitoring, Escalation Matrices, and Response Guarantees

1. Service Level Objectives

Provider guarantees 99.9% uptime for fully managed infrastructure and 24/7/365 proactive monitoring through dedicated Network Operations (NOC) and Security Operations (SOC) pods.

2. Incident Severity Matrix

- Severity 1 (Critical Outage): Initial response < 15 minutes; Continuous 24/7 remediation efforts.
- Severity 2 (Major Degradation): Initial response < 1 hour; 4-hour target resolution.
- Severity 3 (Minor Issue): Initial response < 4 hours; Next business day resolution.
- Severity 4 (General Request): Initial response < 8 hours.

3. Escalation Protocol

Automated smart escalation routing from L1 triage directly to Named Principal Engineers and vCISO leadership when critical thresholds are reached.

4. Support Desk

Dedicated 24/7 Operations Desk: contact@hansaittechnosoft.com | +91 7075884274