

ENTERPRISE

Service Level Agreement (SLA)

SLA Parameter	Pack Commitment
Monthly Hours	20+
Response Time	Within 12 business hours (priority queue)
Resolution Time	1–2 business days , or as agreed
Availability	Monday–Saturday, 08:00–20:00 CET (24/7 by agreement)
Communication Channels	Dedicated Slack/Teams, ticket system, email, or phone
Unused Hours	If not used transfer to the next month
Reporting	Monthly performance report + quarterly review
Ideal For	Odoo partners, enterprises, or mission-critical systems

Response Time = time to acknowledge and start investigating.

Resolution Time = target time to deliver a solution or workaround, subject to complexity and Client cooperation.

Service Hours

Standard support hours: **Monday–Friday, 09:00–17:00 CET**

Tickets may be submitted 24/7 through the online HelpDesk or by email.

Requests received outside business hours will be processed on the next working day unless the Client has an active 24/7 support agreement.