

Service level agreements: Labeling systems

OUR CAREFREE PACKAGE FOR YOUR PRODUCTION SECURITY

LOGOPAK

AND WHAT IF SOMETHING DOES GO WRONG?

If the machine stops, we will be ready. Faster. Safer. Greener.
With our new service level agreements BASIC and PREMIUM, support is now even faster, more predictable and more secure. In case of an emergency, every minute counts: our SLAs help to reduce downtimes to a minimum – through prioritized access to our service team, defined response times and clear billing models. This allows you to invest directly in your production reliability – and in greater peace of mind.



	without SLA	BASIC	PREMIUM
15 minutes initial technical analysis	✓	✓	✓
response time		same day	within 2 hours
prioritized reply	✗	✓	✓
remote maintenance	on request	next available slot	reserved priority slot
prioritized remote maintenance	✗	✗	✓
remote maintenance included	actual cost billing	actual cost billing	✓

EXPRESS
Service

Pricing & Information

We'll be happy to advise you personally on pricing and options: +49 4195 9975 6566



For further information please visit our homepage or go directly to logopak.com/product-services/services/sla

