

Support Priorities

To resolve your requests sooner than expected, and definitely faster than industry standards.
We aim to Prioritise, Categorise and Acknowledge your request within 5 to 15 minutes.

P1: CRITICAL



What is a P1 event?

A major business impact causing internal and external business critical systems to be **unavailable**.

Preferred engagement

☎ **Phone call** to Service Desk
Followed by email to Service desk for tracking.

Our promise

- ✓ **Response within 5 to 15 minutes.**
- ✓ **Escalation after 15 minutes.**
- ✉ **Hourly Updates** via email.
- ☎ **24/7 Phone** confirmation once resolved.

P2: HIGH



What is a P2 event?

Business impact causing systems to be **degraded** and/or at risk of being unavailable.

Preferred engagement

✉ **Email** to Service Desk first
*Phone call if no response within 30 minutes.

Our promise

- ✓ **Response within 15 to 30 minutes.**
- ✓ **Escalation if no response in 2 hours.**
- ✉ **2 Hourly Updates** via email.
- ☎ Business hours **phone confirmation** once resolved.

P3: MEDIUM



What is a P3 event?

No business impact - can wait up to one week. Causes inefficiencies or minor potential risks.

Preferred engagement

✉ **Email** to Service Desk
*Phone during business hours if no response.

Our promise

- ✓ **Response within 2 Business Hours.**
- ✓ **Escalation** if no resolution after 3 Business Days.
- ✉ **Updates Every 2 business hours** via email.
- ✉ **Email** confirmation once resolved.

P4: LOW



What is a P4 event?

Request for **information**, noncritical service, scheduled event or planned maintenance.

Preferred engagement

✉ **Email** to Service Desk
*Phone call if no response within 1 business day.

Our promise

- ✓ **Response within 1 Business Day.**
- ✓ **Escalation** if not acknowledged after 8 Business Hours.
- ✉ **Email** confirmation once resolved.

*This should only be required on the rare occasion where something unforeseen has happened.

Contact Details

☎ (SA) +27 21 9768133

☎ (UK) +44 2035 001882

✉ contact@sifutures.com

🌐 www.sifutures.com