SiFutures
Matching Technology to Business Needs

TRUSTED RESPONSE CENTRE™ (TRC)

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 TRC
Followed by email to TRC 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

Whatis a P2 event?
Business impact causing systems to be **degraded** and/or at risk of being unavailable.

Preferred engagement
- **Email** to TRC 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 TRC
*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 TRC
*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

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