



STRESS-FREE SUPPORT

SERVICE LEVEL AGREEMENT OPTIONS GUARANTEED PERFORMANCE.

Experience quantifiable service quality with our Service Level Agreements (SLAs). Define clear response and resolution timeframes for a stress-free support experience.



INFOR LN
INFOR M3



INFOR
SYTELIN



INFOR
CLOUDSUITE



LOCATIONS

Switzerland France
Slovakia India
Kenya

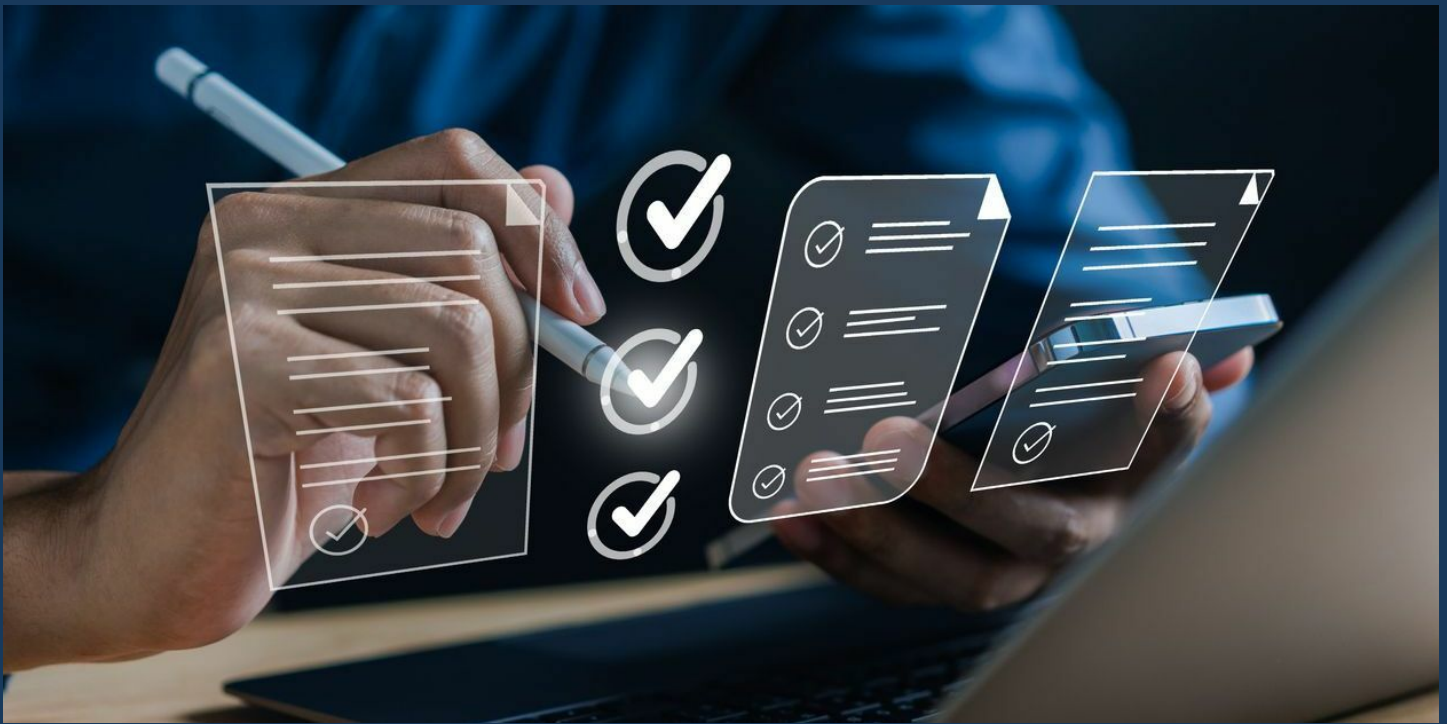


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Time & Material (T&M) Support Levels

Response Time SLA	Resolution Time SLA
Recommended for Predictable Needs	Recommended for Mission -Critical Operations
Ensure swift responses to any issue with our response time-focused SLA.	Minimize downtime with guaranteed resolution times, ensuring your business stays operational.
<ul style="list-style-type: none"> ■ Level 1: Initial response within 30 minutes. 	<ul style="list-style-type: none"> ■ Level 1: 80% of common issues resolved within 1 hour.
<ul style="list-style-type: none"> ◦ Your inquiries are acknowledged and addressed swiftly by our front-line support team. 	<ul style="list-style-type: none"> ◦ Immediate resolutions for day-to-day challenges.
<ul style="list-style-type: none"> ■ Level 2: Escalation within 4 hours for unresolved issues. 	<ul style="list-style-type: none"> ■ Level 2: 90% of complex issues resolved within 4 hours.
<ul style="list-style-type: none"> ◦ Complex issues that require deeper troubleshooting move quickly to our specialists. 	<ul style="list-style-type: none"> ◦ Expert intervention for issues escalated from Level 1.
<ul style="list-style-type: none"> ■ Level 3: Escalation within 24 hours for advanced problem-solving. 	<ul style="list-style-type: none"> ■ Level 3: 95% of intricate issues resolved within 24 hours.
<ul style="list-style-type: none"> ◦ Rest assured that mission-critical issues are promptly elevated to the highest level of expertise. 	<ul style="list-style-type: none"> ◦ Advanced problem-solving for the most critical issues.
This SLA is ideal for businesses with predictable support needs and a desire for consistent response times.	This SLA is perfect for businesses with mission-critical Infor operations, ensuring rapid and effective issue resolution.

Why choose Us?

Our Support and Service Desk Support for Infor Products delivers peace of mind with guaranteed SLAs and expert intervention when it matters most. With coverage options designed to suit businesses of all sizes, we ensure your operations run smoothly, 24/7.

Get Started Today!

Choose the right SLA for your business and experience stress-free support:.

