

Customer Care



1 Customer enters a ticket in the Customer Care portal



5 Resolved by a team of specialists and developers



30 minutes



2 Case number logged



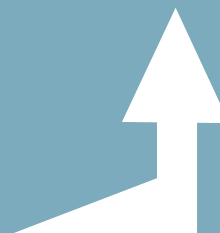
4 Assigned to a specialist



1 hour



3 Case reviewed and assigned a priority



Urgent system is down
1 hour response time

High major impact
4 hour response time

Normal minimal impact
24 hour response time

Low no impact
36 hour response time

2016 average resolution time for HIGH PRIORITY tickets: 1 hour