



Manager
for MSP

Nerdio Manager for MSP Platinum enhanced SLAs

		Standard SLA	Enhanced SLA
Priority 1	Critical incidents or requests that threaten business continuity. Immediate attention and swift resolution are crucial.	4 hours	1 hour
Priority 2	High-priority issues impacting critical services and/or multiple users. Swift attention and resolution are required.	4 hours	1 hour
Priority 3	Medium-priority issues affecting specific users or services.	4 hours	4 hours
Priority 4	Low-priority issues with minimal business impact.	4 hours	4 hours

