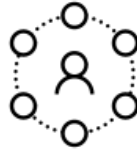


OmPrompt Support



10-minute
average SLA
turnaround



24/7 365
customer
support



Phone support in all
major **European**
languages

OmPrompt provides platform monitoring and client support 24 hours a day, 7 days a week, 365 days of the year. OmPrompt's Support Team covers all major European languages for phone support and is capable of supporting documents of all languages.

All problems are logged in OmPrompt's support CRM. Details of the problem are captured include date/times, transaction identifiers, affected trading partners and issue categorisation.

Root cause analysis is conducted. Issues identified by OmPrompt during these phases also follow the same process of logging and tracking process. OmPrompt monitors the turn-around-time (TAT) based on an agreed SLA which can be as quick as 10 minutes.

OmPrompt Support SLAs & Escalation

OmPrompt's standard service level for incident management is as follows:

Critical:
Standard response **30**
minutes
Standard resolution half
a day

High severity:
Standard response **1**
hour
Standard resolution 1
working day

Medium severity:
Standard response **1**
hour
Standard resolution 2
working days

Low severity:
Standard response **1**
hour
Standard resolution 5
working days