



Response times

It is difficult to set response times for many of the services that Medicus Solutions provides as many of them are complex automated services, and so the response is immediate. These need a lot of care and attention to make sure that they all work correctly, but this maintenance is on-going and continuous.

However, where you make contact with us, we will prioritize the incident as covered in the 'Setting Priorities' section and will agree to respond within the given time frames.

A response does not merely mean we will let you know we have received your message, it means we will look at your issue, start diagnosis, and we will come back to you with 4 facts:

- 1) A clear agreement of what the incident is about
- 2) An owner for the problem both at Medicus Solutions and your company
- 3) A clear outline from Medicus Solutions as to what the next steps are
- 4) An expected time frame to begin working on the item

In furnishing you with this information we have satisfied the 'Response' as constituted by this service agreement.

It is extremely important that you discuss the Priority clearly with the Medicus Solutions representative as the priority will be set by agreement, the default Priority will be used if you do not specify. You must also be realistic about the priority of an incident. Any incidents which have been set above their allotted Response will be dropped to the appropriate Priority by a senior member of Medicus Solutions, which will also reset the count time for the incident.

The target Response times set out for SLA are as follows:

Priority	Response Time
Emergency	1 Hour
Urgent	4 Hours
High	1 Day
Normal	3 Days



Priority Definitions

As the setting of Priority for an incident carries such an important weight in the delivery of service, it is imperative that this is carried out in a consistent and fair manner for all customers. To ensure this, clear definitions exist to decide what priority any incident will come under, and this is based upon the business impact.

Priority	Definition	Example
Emergency	All users on a site unable to work	<ul style="list-style-type: none">• Virus outbreak• PM / EMR server failure• Email server failure• Other critical server crash• Network failure
Urgent	1 user unable to work or all users greatly inconvenienced	<ul style="list-style-type: none">• Single virus• Users machine crashed• Internet outage*• Important File unavailable• Printer problem for important meeting
High	1 user unable to perform a single function or experiencing inconvenience	<ul style="list-style-type: none">• Application fault• File unavailable
Normal	General question, inquiry or problem that does not affect any users ability to work	<ul style="list-style-type: none">• How do I...?• How much would ...cost?• Can't access email

**Note that Internet outage is not an emergency priority as it is held with a 3rd party – your ISP, and while Medicus Solutions will endeavour to chase this as quickly as possible it is in the end, outside of our control.*

If at any time you feel that your incident has either not been given the appropriate priority, or that your incident is not being dealt with quickly enough, please contact our Client Experience Manager, Jared Brantley @ 678-495-5916 or jbrantley@msinc.com or our VP, Client Experience, Mike Jann @ 678-495-5908 or mjann@msinc.com.