

URBAN FIX CARE

SLA Framework Guide

www.applymend.com | info@applymend.com

SLA Design Principles

- Define response and resolution windows by product category and priority.

- Map tick

Sample SLA Matrix

- P1 Critical - 2 hr response, 8 hr resolution (medical / industrial)

- P2 High

Penalty & Reporting

- Automated breach alerts when SLA thresholds are crossed.

- Executi

