

CLLOUD-XPRESS Managed Service Agreement (SLA)

Choosing a Cloud provider is never easy and it seems to be risky when your business depends on it. We know that the availability of IT is of utmost importance and entrusting it to Cloud-Xpress is something that we take seriously. That's why we have built the hosting industry's most aggressive Service Level Agreement (SLA) to cover the multiple components that keep all your IT systems up and running.

Our SLA is a contract between you, the customer, and Cloud-Xpress. It defines the terms of our responsibility and the money back guarantees if our responsibilities are not met.

Cloud Services: The Cloud-Xpress SLA covers the availability of your IT through five components:

Network

Cloud-Xpress Guarantees

Network will be available 100% of the time in a given month, excluding scheduled maintenance.

Customer Advantages

A credit of 10% of the monthly fee for each 30 minutes of downtime, and up to 100% of the monthly fee for the affected service/location.

Phone

Cloud-Xpress Guarantees

VoIP Phone Services will be available 100% of the time in a given month, excluding scheduled maintenance.

Customer Advantages

A credit of 10% of the monthly fee for each 30 minutes of downtime, and up to 100% of the monthly fee for the service.

Email

Cloud-Xpress Guarantees

Email will be available 100% of the time in a given month, excluding scheduled maintenance.

Customer Advantages

A credit of 10% of the monthly fee for each 30 minutes of downtime, and up to 100% of the monthly fee for the service.

DriveXpress

Cloud-Xpress Guarantees

DriveXpress (files) will be available 100% of the time in a given month, excluding scheduled maintenance.

Customer Advantages

A credit of 10% of the monthly fee for each 30 minutes of downtime, and up to 100% of the monthly fee for the service.

Apps (servers & VDI)

Cloud-Xpress Guarantees

Cloud published applications and Virtual Desktops will be available 100% of the time in a given month, excluding scheduled maintenance.

Customer Advantages

A credit of 10% of the monthly fee for each 30 minutes of downtime, and up to 100% of the monthly fee for the service.

Customer Support: We want our customers to feel at ease with their decision to move their IT to Cloud-Xpress, and knowing that Cloud-Xpress will back you up with a committed customer service center (VIP Support):

VIP Support

Cloud-Xpress Guarantees

Support will be accessible 24/7 with a live support person that will call you back 100% within 30 minutes you open a ticket.

Customer Advantages

A credit of 10% of the monthly fee for each call back over 30 minutes.