**Engineer**

# Service levels

What Engineer ApS commits to once work is under way: how a message is answered, how defects are fixed, and how an SLA is set for a system we run.

These are the commitments that hold on every engagement from the day it is confirmed. For a system we run on your behalf, the figures — how quickly we respond, which hours are covered, how much of the time it must be available — are set in writing for that system, and that agreement is where they live.

### Support the service you depend on

Connect support expectations to the service your organisation actually depends on.

**Explore our services** Get in touch →

### Examine coverage and recovery

Examine coverage, response expectations and responsibilities together with recovery arrangements.

**Cases** Get in touch →

## When you write to us

Write to welcome@engineer.company or call +45 50 10 61 84 . Messages go directly to the engineer responsible for the work.

## Defects in what we deliver

**Defects in delivered work are fixed at our cost for 90 days after delivery.** That is a term of the contract, not a goodwill gesture. A defect is the work not doing what was agreed; something new that you need is a change, and it is handled as one.

## Changes along the way

When something new arrives mid-engagement, we say what it adds in time and money before doing it, and you decide. Nothing is absorbed silently and presented as a surprise at the end.

## Systems we run for you

When we operate a system on your behalf, its service levels are written into the agreement for that system: the response time for an incident, the hours that are covered, the availability it is held to, when maintenance may happen and how you are told about each. They are set per system because a nightly report and a payment service need different answers, and a single figure here would be too loose for one and more than the other needs.

A weakness found in anything we operate can be reported to welcome@engineer.company, as the security page describes. We confirm receipt and tell you what we are doing about it.

## The people and the handover

The people named in the engagement are the people who do the work. What we deliver comes with the documentation your own people need to run it without us. Ongoing work can be ended by either side with 30 days' written notice, and whatever the reason, you get a handover: code, access, credentials and an explanation of where things stand.

## What binds us

This page describes the defaults. The terms of business are the contract, and a signed agreement between us comes before both: where they differ, the signed agreement wins.

Need service levels written for a system of yours? tell us about it.

Name the critical workflows

Identify the critical workflows, their owners and the impact of interruption.

**See what it costs** Get in touch →

# Agree measurable support boundaries

Discuss support boundaries and measurable operational checks before agreeing the service.

**Explore our services**

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Contact card

Carefully Crafted With Love by D.

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