Sana Commerce Customer Service

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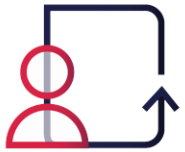
Customer Service Contact Points



Ticketing System

Online tool

sphere.sana-commerce.com

Service Consultant

Assigned upon Go Live

Available during
business hours

Hosting Support

24/7

+31 10 243 6050

hosting@sana-commerce.com

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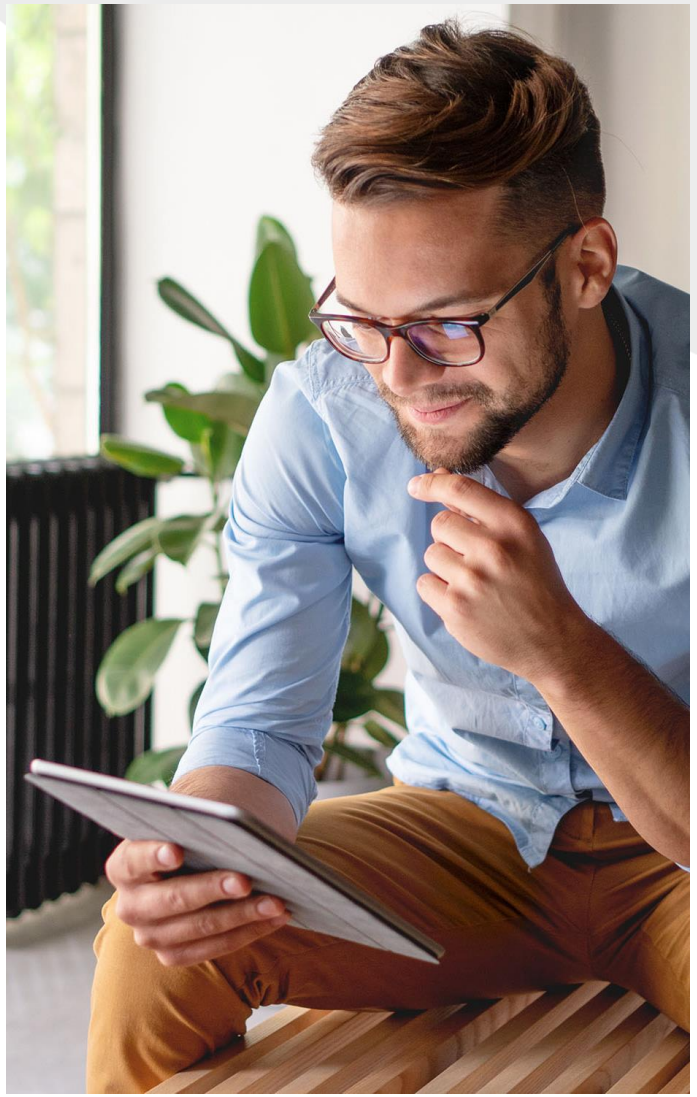
List of Services

Support Service	Included in License
User Questions Support	✓
Showstopper Support	✓
Hosting Support	✓
Online Resources (Help, University, Planet)	✓
Bug fixing for Standard Sana Commerce setup	✓
Critical Security Updates	✓
Applications Changes	✗
Bug fixing for Customizations	✗
Changes and support for third-party systems (ERP, PIM, PSP, etc.)	✗

The services non included in the license are invoiced monthly based on Time & Material.



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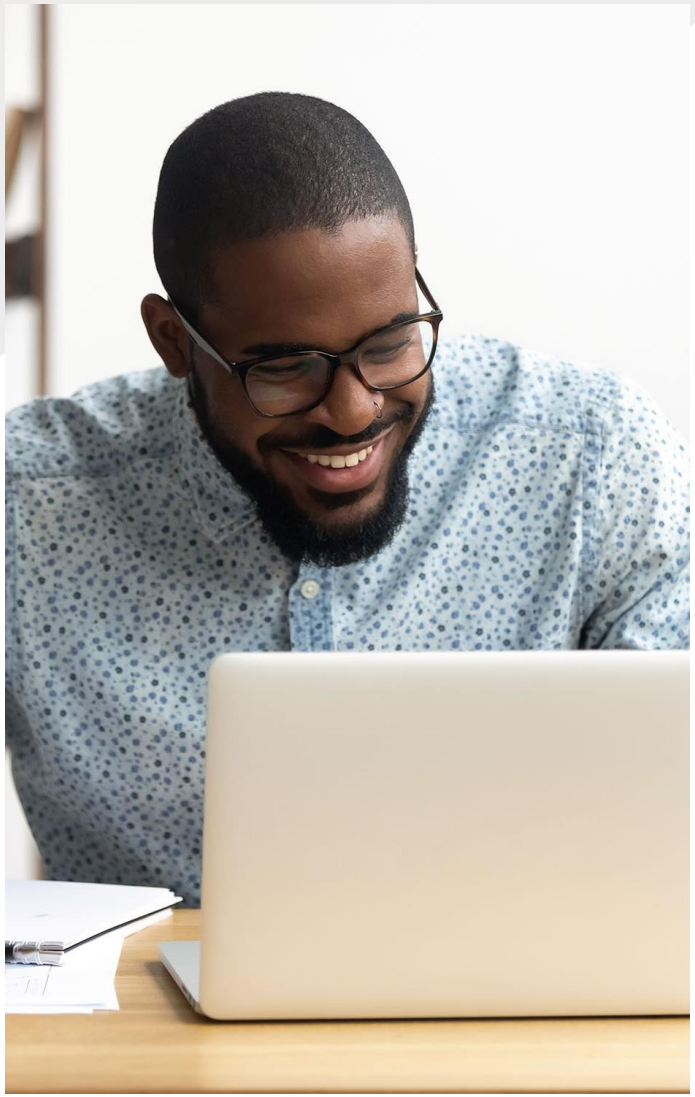

Response Times for Standard Sana

Support Service	Response Time	Delivery Time
User Questions	4 business hours*	2 business days*
Showstopper	1 business hour*	1 business day*
Critical Security Updates	-	30 business days* after release
Hosting Disturbances**	1 hour	24 hours

**Business hours and days are measured against [TIMEZONE]*
***Only valid when hosted with Sana.*

NB: Delivery time for questions or issues related to application changes are on best effort. We of course always do our best to deliver as fast as possible.

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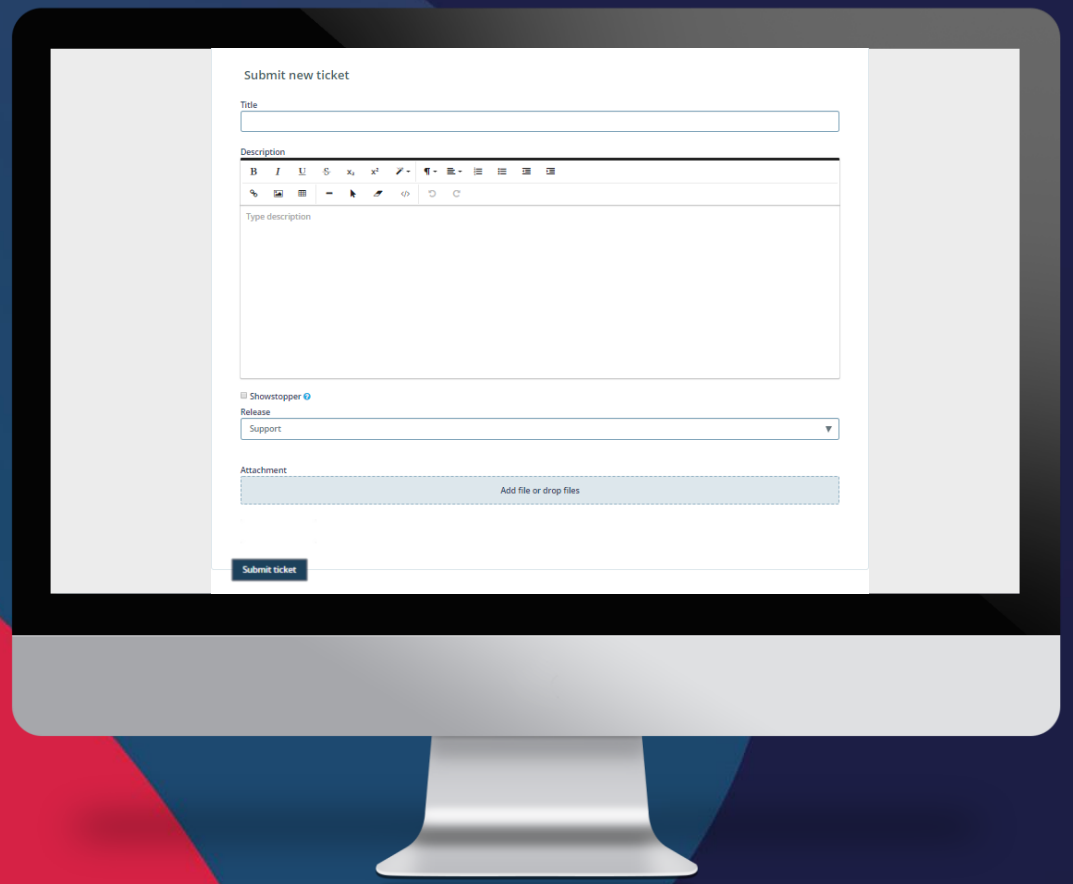
Ticketing System

With **Sana Sphere**, you have access to an online ticketing system for all Sana user-related questions and/or problems. You can:

- Submit new tickets
- Follow the progress of your tickets
- Give your feedback on tickets

Get started with Sana Sphere by creating an account: sphere.sana-commerce.com

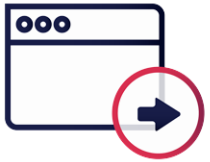


Customer Service Online Resources

Sana Help

Product documentation, user guides and manuals

help.sana-commerce.com



Sana Planet

Customer Community, forum and Q&A

planet.sana-commerce.com

Sana University

Product trainings and courses

university.sana-commerce.com

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www.sana-commerce.com