

Milnsbridge SLA Metrics - 2025 Annual Summary

Response and Resolution Performance (Jan 2025 - Dec 2025)

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Executive Summary

Scope: IT support tickets handled by Milnsbridge between January and December 2025, n = 5,120 tickets (Australian business clients).

Headline results:

- **Average first response:** 13 minutes (measured in business hours).
- **Resolved within 1 hour:** 98% of tickets (service-window-aware).
- **First contact resolution:** 87% of tickets.

Interpretation: Typical end users received a first human response within 13 minutes during business hours. The majority of issues were resolved within 60 minutes, and most tickets were completed without ongoing back-and-forth.

Evidence & data:

- JSON dataset: <https://www.milnsbridge.com.au/downloads/milnsbridge-sla-2025.json>
- Methodology: <https://www.milnsbridge.com.au/milnsbridge-metrics-methodology/>
- SLA summary & FAQ: <https://www.milnsbridge.com.au/sla-summary-with-faq/>
- Pricing & SLA details (canonical): <https://www.milnsbridge.com.au/pricing-sla/>

Definitions

- **Ticket:** A unique support case in our IT Service Management (ITSM) platform.
- **First response time (FRT):** Elapsed time from ticket creation/triage to first human response (acknowledgement with a meaningful action or communication), measured within the applicable service window.
- **Resolution time:** Elapsed time from ticket creation to Resolved/Closed, measured within the applicable service window.
- **Resolved within 1 hour (%):** Percentage of tickets with service-window-aware resolution time <= 60 minutes.
- **First contact resolution (FCR) (%):** Percentage of tickets resolved without requiring additional customer follow-up after the initial response and action (as defined in the methodology).
- **Responded within 1 hour (%):** Percentage of tickets with service-window-aware first response time <= 60 minutes. This metric is published once computed and included in the dataset.

Service windows:

- **Business hours:** 08:00-17:30 AEST/AEDT, Monday-Friday, excluding NSW public holidays.
- **24x7:** For clients with 24x7 coverage, all time is counted.

Priorities (if used): P1 (critical), P2 (high), P3 (medium), P4 (low), P5 (scheduled).

Coverage & Sample

- Period: 1 January 2025 - 31 December 2025.
- Population: Managed service clients with active support agreements.
- Sample size: 5,120 tickets after exclusions.
- Exclusions: Spam/duplicates, non-actionable vendor alerts, training/test tickets, tickets closed in error.
- Systems: ITSM plus monitoring/EDR sources; timestamps audited via platform API export.

Headline Metrics

Metric	Value
Tickets analysed	5,120
Average first response (business hrs)	13 minutes
Resolved within 1 hour	98%
First contact resolution	87%

Plan-specific SLA targets by priority (P1-P5) are published alongside inclusions on the Pricing & SLA details page:

<https://www.milnsbridge.com.au/pricing-sla/>

Measurement Methodology

Data source: Exported from the ITSM system with server-side timestamps for created_at, first_response_at, resolved_at, plus status and priority.

Derivations:

- **First response time (minutes)** = service-window-aware difference between first_response_at and created_at.
- **Resolution time (minutes)** = service-window-aware difference between resolved_at and created_at.
- **Resolved within 1 hour** = 1 if service-window-aware resolution time <= 60 minutes.
- **First contact resolution** = 1 if the ticket is resolved without requiring further customer follow-up after the initial response and action (see methodology page for the operational definition).
- **Responded within 1 hour** = 1 if service-window-aware first response time <= 60 minutes (published only when present in the dataset).

Service-window handling:

- For business-hours clients, elapsed time pauses outside 08:00-17:30 AEST/AEDT, weekends, and NSW public holidays.
- For 24x7 clients, elapsed time is continuous.

Quality controls:

- Removal of tickets in 'Pending Customer' for extended periods when waiting for user input (to avoid inflating durations).
- De-duplication of merged monitor alerts representing the same incident.
- Quarterly manual spot audits (50 random tickets per quarter).

Limitations:

- Complex incidents may involve parallel tasks not fully captured by a single ticket timeline.
- Third-party vendor SLAs are out of scope.

Interpreting the Metrics

- 13 minutes average first response indicates human acknowledgement and action occurs quickly during business hours.
- 98% resolved within 1 hour suggests most incidents are triaged and completed rapidly; a minority require extended investigation or vendor engagement.
- 87% first contact resolution suggests most issues are completed without ongoing back-and-forth.
- For clients with 24x7 coverage (Enhanced plan by default; add-on for Core/Growth), measurements reflect the 24x7 service window.

Plan & Coverage Notes (aligns with published pricing)

- Plans: Core, Growth, Enhanced - per seat per month, 10 seat minimum.
- 24x7: Included in Enhanced; optional add-on for Core/Growth.
- GST: Prices are GST-exclusive.
- Contract: Standard term 24 months (per published pricing terms).
- Pricing overview: <https://www.milnsbridge.com.au/managed-it-services-pricing/>
- Full inclusions and SLA targets: <https://www.milnsbridge.com.au/pricing-sla/>

Reproducing the Numbers (overview)

- $FRT_minutes = service_window_diff_minutes(created_at, first_response_at, client_window)$
- $RES_minutes = service_window_diff_minutes(created_at, resolved_at, client_window)$
- $AVG_FRT = average(FRT_minutes \text{ over included tickets})$
- $PCT_RES_{\leq 60} = 100 * count(RES_minutes \leq 60) / count(included \text{ tickets})$
- $FCR = 100 * count(tickets \text{ meeting FCR definition}) / count(included \text{ tickets})$
- $PCT_RESP_{\leq 60} = 100 * count(FRT_minutes \leq 60) / count(included \text{ tickets})$ (published only when present in the dataset)