

Northwind Commerce (anonymized)

Growth retainer · August 2026 · sample

Summary

10.70 Hours used	15.00 Hours available	10 Commits	3 Tickets closed
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Monitoring

Average uptime: **99.98%** · Errors recorded: **12**

Response times

Average first response: **2.2h** · Average time to resolve: **9.9h**

Completed work

Project	Ticket	First response	Resolved
Storefront	#288 — Checkout timeout on mobile Safari	1.2h	Aug 5, 2026
Storefront	#291 — Export orders for accounting	3.6h	Aug 14, 2026
Storefront	#294 — Patch critical Composer advisories	1.8h	Aug 20, 2026