

## Your benefits

- Defined support service allocation (e.g. for integrating updates, configuration changes, policy amendments etc.)
- Telephone, remote and e-mail support, audit-reliable remote access (Remote Management)
- Qualified contact partners with specified support times
- On-demand patch service
- Regular reporting
- Call/ticket tracking through to resolution
- Service desk in your time zone and language

## DO YOU WANT TO KNOW MORE?

Your personal contact person will be happy to advise you and discover together with you what concept bestfits your needs.

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## INDEVIS TECH SUPPORT SUPPORT SERVICES COMPLIANT WITH ITIL STANDARD

We offer our customers comprehensive support services compliant to the ITIL standard for our products and solutions. We are at your side with our competent *indevis Tech Support* service whenever you have a technical issue. Each incident is assigned a trouble ticket for documentation and tracking. The latest processing status of an incident can be retrieved at any time using the ticket number.

### OPTIMIZATION OF YOUR OPERATIONAL QUALITY

*indevis Tech Support* ensures continuous optimization of your system environment and you benefit from our extensive know-how in the areas of IT security and networks. *indevis Tech Support* covers the handling of incidents and standard changes to systems and functions licensed by commercial purchase from the vendor

### CLASSIFICATION OF SUPPORT REQUESTS

In compliance with the ITIL industrial standard, incoming support requests are classified according to the following criteria:

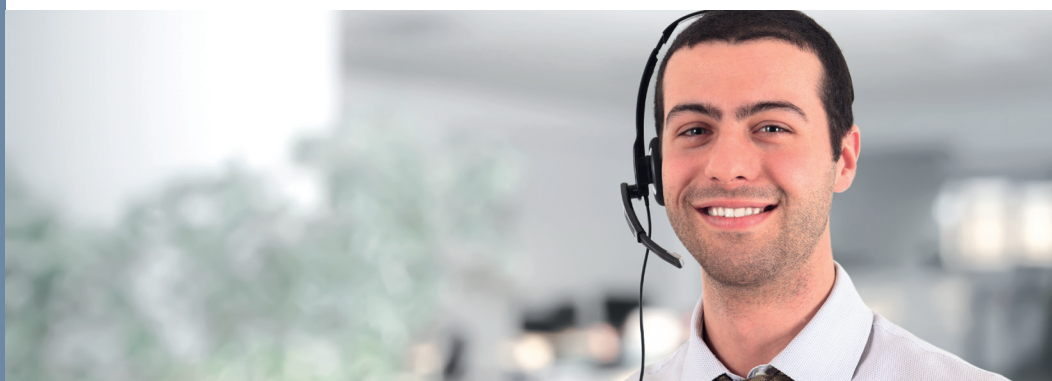
**a) Incidents:** Events that actually or potentially interrupt the standard operation of a system or service, or that impair the standard quality of the operation.

**b) Standard changes:** Standard changes for which very detailed process instructions are available at *indevis* and that can be repeatedly implemented with consistent quality. A fixed set of standard changes is available for each system.



**c) Non-Standard changes:** Non-standard changes to be planned individually for a project and for which an individual risk assessment may be required in certain circumstances.

**d) Other consulting requests:** Incidents, standard changes and small other consulting requests are directly handled by *indevis* 1st and 2nd support levels. Non-standard changes are internally forwarded to our System Consulting Team for project planning. In addition to speedy prioritized resolution of incidents, we also analyze their causes („root cause analysis“ in accordance with ITIL Problem Management) in order to prevent similar occurrences in the long term.



## INDEVIS TECH SUPPORT LEVELS

The support levels differ in their response times. They apply during our business hours. However, service provision is also possible beyond this period by arrangement and when declared in good time. We offer our support services according to the classes **Platinum, Gold, Silver, Bronze, Best Effort** and **Diamond**. The Diamond support class provides indevis technical support around the clock all year round (24/7/365).

**Qualified contact partners:** With *indevis Tech Support* your organization can rely on highly qualified support staff. Your tickets are processed by experts who already know your network and who focus on your incidents within a defined response time.

**On-demand patch service:** Vendor support assumes that system environments are upgraded to the latest patch level before an incident is resolved. *indevis Tech Support* takes care of this task for you. indevis assumes the responsibility for testing, determining, procuring and integrating all necessary patches

**Documentation maintenance:** *indevis Tech Support* has access to the entire documentation of the installed systems and their configurations. Contract and serial numbers are likewise centrally maintained and administered. This information enables direct processing by indevis and forwarding to the vendor or vendors if maintenance is required.

**Contract management:** Service level contracts with different lifetimes are monitored for all vendors by our contract management team. We notify you of all vendor service level contracts signed with us with a contract prolongation offer made in good time before expiry of the vendor maintenance period. In this way we ensure that your service level contracts are documented and that gaps in support are avoided.

**Knowledge base:** Our *indevis Tech Support* has a comprehensive knowledge base founded on a modern ticket system. This grants you access to the latest processing status of your requests at all times.

### Our support classes:

Support class	Response time
Diamond	2 hours (24/365)
Platinum	2 hours (10/5)
Gold	4 hours (10/5)
Silver	8 hours (10/5)
Bronze	24 hours (10/5)
Best Effort	No fixed promise but an attempt (best effort) is undertaken to respond within no later than one week.

## About indevis GmbH

Since 1999 indevis GmbH, ISO 27001 certified, has been providing IT security, datacenter and network solutions, accompanied by professional consulting, management and support services. In doing so, indevis fully meets the demands and requirements set out by the economic sector and public authorities and higher education institutions.

As one of Germany's leading managed security service providers, indevis is the partner for IT security and network technology for companies of all sizes and in any sector – after all, IT security is not a given, but rather has to be strategically planned.

indevis offices are located in two cities in Germany: Munich and Hamburg. Additional staff members work at a number of other locations distributed throughout Germany.



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