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Enterprise Support (ITIL® compliant)

Service-Package	Bronze	Silver	Gold	Platinum	Centurion
Platform					
Application Database (1 Database instance)	MySQL, PostgreSQL	MySQL, MS SQL Server, PostgreSQL	MySQL, MS SQL Server, PostgreSQL, Oracle, DB2		
Application Server Operating System	Linux, Windows	Linux, Windows, Mac OS, OpenBSD, FreeBSD, NetBSD	Linux, Windows, Mac OS, Sun Solaris, HP-UX, IBM AIX, SCO Open Server, Unixware, OpenUnix, OpenBSD, FreeBSD, NetBSD		
Webserver	Apache, Microsoft Internet Information Server				
Releases	Latest 2 Minor Releases	All Releases	All Releases	All Releases	All Releases
ITIL® compliant Enterprise Service Levels					
Service Level Window (SLW) (Hours of operation based on Central European Time - CET)	Mon.-Fri. 9:00 am - 5:00 pm except public holidays	Mon.-Fri. 8:00 am - 6:00 pm except public holidays	Mon.-Fri. 8:00 am - 6:00 pm except public holidays	Mon.-Fri. 8:00 am - 9:00 pm except public holidays	Mon.-Sun. 0:00 am - 24:00 pm
Response Time in SLW 3 - Critical Impact Incidents	24 hrs	4 hrs	2 hrs	1 hrs	0,5 hrs
Response Time in SLW 2 - Medium Impact Incidents	24 hrs	8 hrs	4 hrs	2 hrs	1 hrs
Response Time in SLW 1 - Low Impact Incidents	24 hrs	24 hrs	24 hrs	24 hrs	24 hrs
Resolution Time in SLW 3 - Critical Impact Incidents	-	-	24 hrs	12 hrs	6 hrs
Permitted support requests/Year	5	10	25	50	unlimited
Initial Incident or Service Requests reporting	OTRS Support Portal				
E-Mail Support	yes	yes	yes	yes	yes
Telephone Support	-	-	yes	yes	yes
Enterprise Supportpackage - Prices					
Price per year	995 Euro	1.995 Euro	4.995 Euro	9.995 Euro	19.995 Euro
Enterprise Add-On Packages - Prices					
Remote Login	895 Euro	895 Euro	895 Euro	895 Euro	895 Euro
OTRS Plus 1	745 Euro	1.495 Euro	3.745 Euro	7.495 Euro	14.995 Euro

Contract period: 12 months – Cancellation notice: 60 calendar days prior to end of current contract period – All stated Prices are excl. VAT



Enterprise Add-On Packages

Remote Login-Package	<p>Combine this package with the Enterprise Service Package of your choice and therefore benefit from a faster problem analysis and a more efficient processing. As response on your incident report or service request you are entitled to 6 hours of remote login support during the course of the year.</p> <p>Our support team member will directly login to your system in order to try to recover the service or help on your requirements. You are kept fully informed if your usage ever approaches your hourly limit. If it is reached, you may purchase an additional package.</p>
OTRS Plus 1-Package	<p>The basic package (e.g. GOLD) includes the maintenance of 1 application database, The OTRS Plus 1 package is qualified for customers who want to run our solutions on more than one system each using their own application database. The package includes the maintenance of 1 additional application database (e.g. for your test- or development-system) and might be booked in another may be lower service level (e.g. SILVER) than your basic package.</p> <p>The package might be booked as often as needed, while each package will base on the Enterprise Service Package of your choice. You are free to split all the limited support cases between any of your supported application databases without any further limitations.</p>

Accessibility

Contacts	<p>We ask you kindly to appoint two (2) of your employees as authorized contacts to report incidents and act as qualified contacts person within your organization.</p>
OTRS Support Portal	<p>By using the OTRS Enterprise Support Portal you might easily report your incidents or service requests to our support team. The OTRS Enterprise Support Portal is available 24/7/365.</p> <p>You benefit from a full transparent view on the processing status of your request at any time. You might also reduce the time to recover your Application Service by uploading helpful informations like specifications or log-files. All reported service requests can be tracked, validated with the Enterprise Support Team, prioritized and even closed that way.</p> <p>The initial report of an incident or service request <i>need to be mandatory transmitted over the OTRS Enterprise Support-Portal</i> in order to guarantee the agreed response- and/or resolution times. Upon reporting an incident or service request, you will receive a Ticket# that should be used in all communication regarding the incident or service request. All messages that might have an impact on the associated Service Level Agreement and related response- and/or resolution times need to be <i>mandatory</i> transmitted over the OTRS Enterprise Support-Portal as well.</p>
Telephone Support	<p>With your GOLD, PLATINUM or CENTURION service level we will call you back on demand. All you have to do is to record an incident over the OTRS Enterprise Support Portal.</p>

Response- & Resolution time, Impact level

Response Time	<p>The Response Time immediately starts with the access of your incident report or service request. Prerequisite is that your request arrives within the service level window. If your request arrives out of the dedicated Service Level Window Response Time starts with the next regular service level window at the next business day.</p>
Resolution Time	<p>The Resolution Time as well starts immediately with the access of your incident report or service request. Prerequisite is that your request arrives within the service level window. If your request arrives out of the dedicated Service Level Window Resolution Time starts with the next regular service level window at the next business day.</p>





Available Impact Levels	3 - Critical Impact	Represents a mortal problem in the customer's production systems. Examples include a complete loss of service even after a restart has been performed, production systems that are crashed, or a production system that hangs indefinitely. No workaround exists. The customer cannot continue essential operations.
	2 - Medium Impact	Represents a high- or medium impact problem in the customer's production systems. Essential operations are seriously disrupted, but a workaround exists which allows for continued essential operations.
	1 - Low Impact	Represents a lower impact problem on a production system that involves a partial or limited loss of non-critical functionality, or some other problem involving no loss in functionality. Also included are all problems that represent a general usage question. It also includes recommendations for requests for new products or features, and requests for enhancements or modifications. There is no impact on the quality, performance, or functionality of the product in a production system.

Scheduled status calls

Status call	Semi-annual status calls aim to chat on the underlying contract, desired changes or improvements. We appreciate your feedback and are always keen to meet your needs in order to help you increasing productivity in your IT service management.
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Individual solutions

Case-by-Case Agreement	We offer individual agreements on a case-by-case basis for Application Service Providers. The maintenance service refers exclusively to the official releases and packages published by OTRS AG as well as individual extensions of our software developed for you. In case of significant variations from the official releases scope (e.g. in consequence of individual extensions) we reserve the right to contract on an individual case-by-case basis.
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OTRS::ITSM 1.0 Codename: Whitehaven Beach, Australia



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