



Premium Support

Protect your investment with SEEBURGER Service & Support

Better Business

Smooth processes are mission-critical to companies through-out the world. SEEBURGER has created a comprehensive portfolio of service packages designed to ensure consistent performance from your SEEBURGER systems. Our standard maintenance contract includes normal support and our software update service, additional support services can be quickly and easily added. Any individual requirements that you may need can be fully integrated into any of the SEEBURGER solutions.

Support

What SEEBURGER support can do for you:

- Technical support is based around standard service levels ranging from basic to premium; problem resolution can be planned and operational disruptions will be resolved efficiently
- SEEBURGER's Service Desk is a central point of contact for support requests and product enhancement efforts
- Escalation Management
- Customer feedback sessions
- System reviews tailored to identify and leverage optimization opportunities in SEEBURGER's solutions
- Knowledge base maintenance
- Swift and simple incident resolution assisted through SEEBURGER Support Agent or – as an option – Remote Alerting

Software Update Service

The SEEBURGER Software Update Service help you to keep your solution up-to-date with the latest patches, updates and hotfixes and guarantees that your system is always functional and that you have the right licences for the very latest release of the software.

The Software Update Service is always included in the maintenance contract.

Services Options for Operations

For more comprehensive support, SEEBURGER's Remote Management or Managed Service ensures both the administration and the maintenance of your solution is handled in an effective and efficient manner. SEEBURGER will operate, maintain, and test your system from the moment you hand it over.

SEEBURGER Remote Management takes care of systems that are hosted in your own data-center.

SEEBURGER Managed Services handles systems that are hosted in SEEBURGER's data-center.

Overview of the Available Service Levels

Basic

Support for your SEEBURGER solutions is available between 9am and 5pm, Monday through Friday.

Advanced

For many companies, SEEBURGER solutions are critical to their day-to-day operation. Acknowledging this, SEEBURGER – going beyond the Basic Support Service Level – also offers extended service times where support is available between 7am and 8pm, Monday through Friday.

Premium

SEEBURGER's Premium offering provides worldwide and around-the-clock support: 365 days a year in English and Monday – Friday, 7am – 8pm (CET) in German. The response times are determined by the priority level.

Mission Critical Support (MCS)

Mission Critical Support enhances the response times for priority 1 incidents to less than 30 minutes. MCS adds access to the pool of Designated Service Engineers and includes Service Management through a Technical Account Manager.

How It Benefits Your Business:

- Support for your business-critical applications
- Emergency protection
- Avoidance of downtime
- Assistance with overwhelming difficulties in everyday operation
- Highly trained specialist available during operation
- Flexible selection of SLA packages ranging from Basic to Premium to suit your individual requirements
- One-stop source for all your needs

“ We were always very satisfied with SEEBURGER's support services. Our contacts came up with the right solution to any given situation and we were able to quickly return to business as usual. ”

Peter Kleinert, head of IT
at a company in the energy sector

Software Maintenance (Maintenance & Support)				
Premium Added Value			Preferred Counterpart	Designated Service Engineer Technical Account Manager
Contact	Service Desk		Service Desk	Service Desk Priority Line
Maximun response times by priority	4h / 8h / 2days / 4days	2h / 4h / 8h 2days	1h / 2h / 8h / 1day	30 minutes / 2h / 8h / 1day
Service Times	Mo-Fr, 9am-5pm	Mo-Fr, 7am-8pm	24/7	24/7
Name	Basic	Advanced	Premium	Mission Critical Support
Support: Access to the knowledge base and »Single Point of Contact« (SPOC)				
Maintenance: Access to software updates				