

# Support & Maintenance Catalogue



To maximise the availability and dependability of its products and to minimize operational risks and complexity for customers, Atos offers a range of predefined Support and Maintenance service packages designed to meet each customer's and project's specific service requirements.

The service packages are made up of multiple components and offer SLA times ranging from 8 hours per business day to 24/7 with emergency response.

By selecting additional optional service components, customers can tailor their individual dedicated service package.

## Support Services

### Fault Processing

*Fault Processing* triggers the error resolution. Depending on the incident level of the reported error and the contractually agreed Service Level Agreement, the customer receives a qualified response and / or an error correction within the agreed time frames of the Service Level Agreement.

*Fault Processing* conducts remote diagnosis, error analysis and hard- and software configuration corrections if needed.

### Standard Repair & Replacement

*Standard Repair & Replacement* covers remote analysis, repair respectively exchange of faulty hardware units.

It also covers all hardware related issues at the customer's site to keep customers' hardware equipment up and running.

This includes the acquisition of replacements for faulty units and / or spare parts for the stocking of the spare parts depot.

### Emergency Service

The aim of *Emergency Service* is to restore the availability (solution or workaround) of the system as soon as possible.

Therefore, the *Emergency Service* is available 24/7, 365 days a year, with a dedicated Emergency Response phone number.

The Emergency Response phone number will be made available at contract signature.



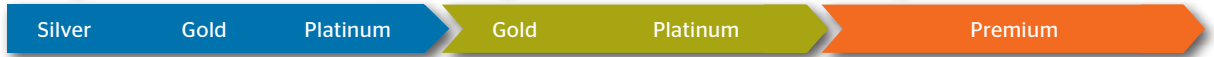
Sustaining



Extended



Premium



	Silver	Gold	Platinum	Gold	Platinum	Premium
<b>Fault Processing</b>						
<b>Standard Repair &amp; Exchange</b>	Best effort	Gold SLA	Platinum SLA	Gold SLA	Platinum SLA	Premium SLA
<b>Emergency Service</b>				Included		Included
<b>Technical Queries</b>				5 technical queries per month		10 technical queries per month
<b>Software Hot Fixes</b>	Only included, if workaround is not possible or feasible					Included
<b>Optional components</b>						
<b>Maintenance</b>	Corrective / preventive / perfective / adaptive releases as they become available					
<b>Field Service</b>	Field Service Support					

### Technical Queries

The Atos on-call / on-mail support responds to Technical Queries and questions regarding the use of the system. The customer contacts the Customer Service Desk and will be directed to the respective technical expert. *Technical Queries* will be answered as agreed in the corresponding SLA package.

### Software Hot Fixes

*Software Hot Fixes* are services performed on delivered software with the purpose of final fault correction that can be supplied outside of the regular software release cycles as a single software patch or a maintenance release.

## Optional Components

### Maintenance

*Maintenance* covers release driven software updates and correction modules to resolve reproducible defects (e.g. bugs) in the system and to improve security, performance and maintainability.

*Maintenance* is independent from the support services and may include, dependent on the intended scope, corrective maintenance, perfective maintenance, preventive maintenance and/or adaptive maintenance.

### Field Service

To guarantee optimum operating condition of the system, Atos offers its customers extensive field services. Authorized Atos engineers will carry out all necessary onsite maintenance and support works.

In case any hardware parts need to be exchanged, Atos will either use spare parts provided by the customer or by Atos.

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### Customer benefits:

- Multi-tiered Support Level system ensures high level industry standard handling of customer requests
- Advanced ticket routing, monitoring of response times and customer status updates
- Remote & Onsite support by highly qualified engineers
- Quality of support constantly measured & improved
- Emergency Services designed to restore the affected service as soon as possible, 24/7, 365 days a year

For more information: [+40 268 409 400](tel:+40268409400) / [info-cc@atos.net](mailto:info-cc@atos.net) / [atos.net/convergence-creators](http://atos.net/convergence-creators)

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