

	Sustaining			Extended		Premium
	Silver	Gold	Platinum	Gold	Platinum	Premium
Fault Processing	best effort	Gold SLA	Platinum SLA	Gold SLA	Platinum SLA	Premium SLA
Standard Repair & Exchange						
Emergency Service					included	included
Technical Queries				5 technical queries per month		10 technical queries per month
Software Hot Fixes	Only included, if workaround is not possible or feasible					included
optional components						
Maintenance	corrective / preventive / perfective / adaptive releases as they become available					
Field Service	Field Service Support					

## Siemens Convergence Creators

# Support & Maintenance Catalogue

To maximise the availability and dependability of its products and to minimize operational risks and complexity for customers, Siemens Convergence Creators 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

	Sustaining			Extended		Premium
	Silver	Gold	Platinum	Gold	Platinum	Premium
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### Technical Queries

The Siemens Convergence Creators 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, Siemens Convergence Creators offers its customers extensive field services. Authorized Siemens Convergence Creators engineers will carry out all necessary onsite maintenance and support works.

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

## Support & Maintenance Catalogue

### 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

### Siemens Convergence Creators

– engineering a smart digital future.

We are leading experts in engineering the solutions for our customers' digital transformation.

We engineer opportunities that turn visions into reality.

Our solutions deliver sustainable value to our customers!

#### Siemens Convergence Creators GmbH

Autokaderstraße 29

1210 Vienna, Austria

Customer Service Number:

+40 268 409 400

info@siemens-convergence.com