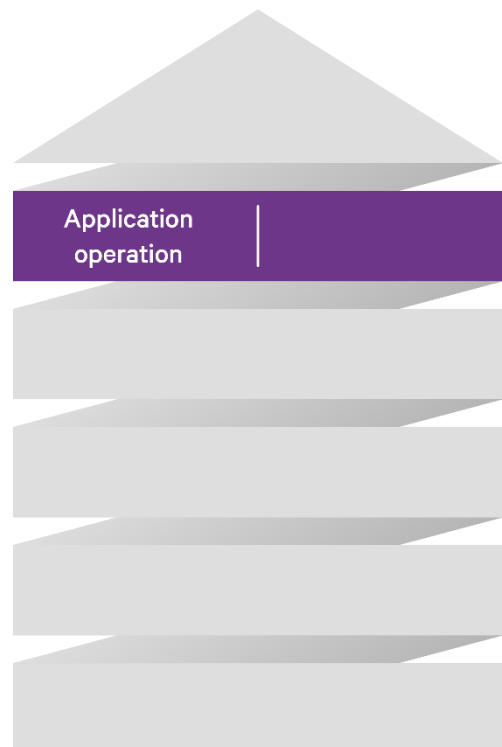


Generate added value through additional benefits: AEB professional services

Periodic update service

Ensuring a continuous application operation also guarantees the agreed availability of the application.



Our service

At a quarterly basis, we assume installation of standard service packs and releases based on agreed rules (arrangements, jointly defined change processes, deadlines, release calendar etc.). *

Your benefit

- High quality thanks to AEB's profound expertise
- Error prevention
- Reduction of downtimes

The options

Change management and the respective processes are worked out with you individually. This leads to the following options:

- Multilevel change management (test system, QA system, productive system)
- Use of test sheets
- Distinct release management (e.g. according to GxP)
- Data backup (file systems, Sybase database)
- Download of service packs into the customer system environment
- Implementation outside of regular office hours (Mo-Fr 8:00 a.m. to 6:00 p.m.)
- Developer support during the change

The requirements

Stable remote maintenance access to your systems via RDP or VPN.

The costs

All mentioned prices include the installation of the test and productive system.

Example:

Installation of an ASSIST4 system without additional options:

Monday to Friday (8 a.m. - 6 p.m.): EUR 500. -

Monday to Friday (6 a.m.- 8 a.m. or 6 p.m. - 10 p.m.): EUR 750. -

Weekends: EUR 1,200. -

In case of placing orders for update services of several ASSIST4 systems and depending on the frequency, a discount can be granted.

* = Excluded is the installation and update of SAP components (e.g. AEB plug-ins) and updates on infrastructure components (servers, operating systems and other hardware).