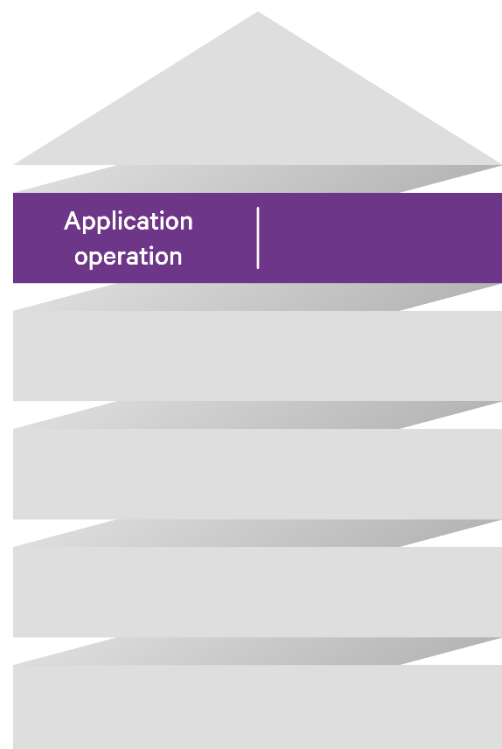


Generate added value through additional benefits: AEB professional services

---

## System Monitoring Setup

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



## Our service

Critical system processes must be monitored – we will be happy to handle this for you. Through the use of specific software, we send you information and alerts via e-mail or text messages to pre-defined groups. Other actions, such as starting services automatically, are possible.

## Your benefits

AEB's expertise when setting up the monitoring means

- Quality
- Error prevention
- Reduction of downtimes
- Proactivity

Furthermore, your users do not need to report failures themselves.

## The services

### Consultation

- Presentation and if needed demonstration
- Working out a suitable concept
- Planning of implementation

### Implementation

- Installation and basic configuration
- Setting up the tests, schedules, actions etc.
- Testing of the monitoring environment

### Transfer

- Documentation of the installed environment
- Introduction and go-live

Additional services and options by agreement.

Note: a reasonable addition to this service may be extended support services with the aim of proactive monitoring. Information about the system's status is directly sent to the support team, if required, also outside the regular support hours.

## The requirements

You provide access to your SMTP server. In case text messages are to be sent automatically, additional requirements may have to be met.

## The costs

Basic installation including 10 tests/checks: EUR 1,800. Additional ones according to expenditure.

The support services include the possibility to ask any questions on the installed tools during the day-to-day business. Not included in this service are our responses to particular alerts. Such agreements can be made as part of additional support services.