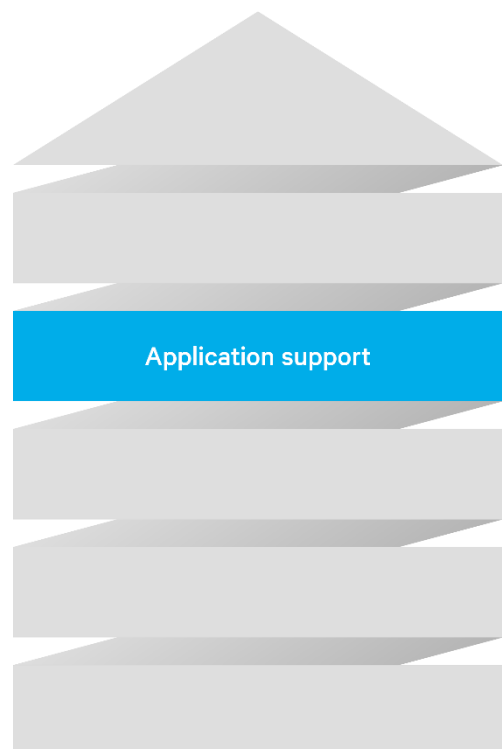


Generate added value through additional benefits: AEB professional services

Support (Hotline Service)



Application support is ensured continuously as needed to guarantee the agreed availability of the application.

Our service

If you have any questions regarding the AEB solutions being used, we will be happy to support you over the phone on German working days between 8:00 a.m. and 6:00 p.m.

You can reach our hotline at +49 711 72842-110.

Our experts will gladly assist you – whether your questions refer to our software or processes e.g. in customs management. Our support is based on ITIL, we therefore offer a multilevel support which includes "Incident Management" and "Problem Management" and which doesn't end until a final solution has been found.

Your benefits

Our support is an important element for the efficient operation of the AEB solutions. Our support is also intended to relieve you internally. We offer your key users technical and functional support, because in contrast to your IT department we work with our solutions every day.

The requirements

- Remote maintenance access
- Handover of implementation project to AEB support has taken place

The options

If our standard support services are not sufficient for your individual requirements, you can also make use of our extended support services.

The costs

In case of ASSIST4 installations, standard support services are usually covered by the general license fees.