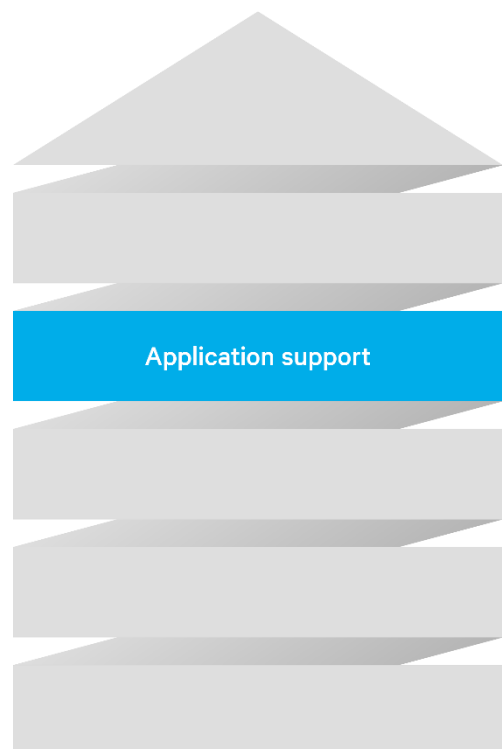


Generate added value through additional benefits: AEB professional services

Extended support



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

Our service

We will gladly assist you even beyond our support hours. Support services can be extended depending on your individual requirements. It makes no difference whether you require 24/7 standby, whether you wish to have a separate team of specialists with an individual phone number or whether you would like to have additional technical support. We will be available for you.

Your benefit

- Available expertise
- Tailored to your requirements
- Saving resources of internal IT staff
- Support for your employees

The options

Extension of support hours

Besides normal business hours from 8 a.m. to 6 p.m. on business days, AEB offers extended availability and support as well as worldwide 24/7 support. Stage models are also possible based on your preferences.

Reaction to automatically generated tickets

You set up automatic alarms that generate e-mails or SMS to support your business processes. Those tickets will be handled according to your specifications.

The requirements

- Remote maintenance access
- Handover of the project to AEB support must have been completed

The costs

Example for extended support hours

For a largely standardized ASSIST4 system, an extension of support from 6 a.m. to 8 p.m. will cost EUR 500 per month. We would be pleased to provide you with an individual offer after having discussed the desired scope.

Example for reaction to automatically generated tickets

In a workshop we define together an instructions manual to handle the automatically generated tickets. This manual covers 15 types of tickets. We charge EUR 1,500 for the workshop and the preparation of the manual. An agreed average of 10 automatically generated tickets per month that have to be handled would result in a monthly fee of EUR 350.