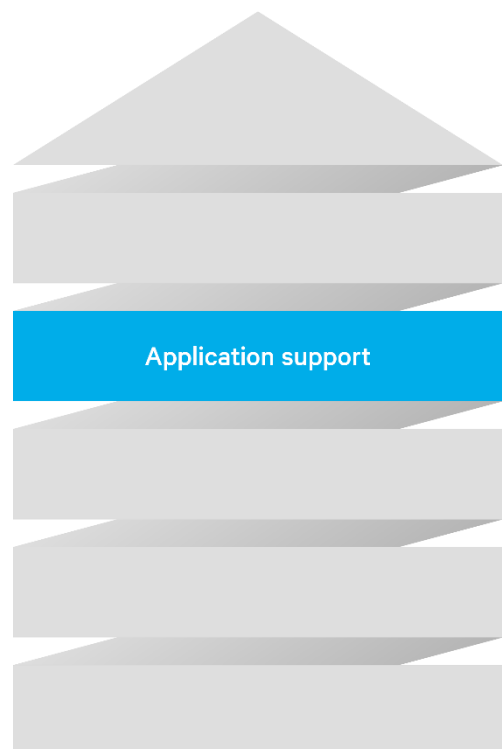


Generate added value through additional benefits: AEB professional services

Extended Support: Configuration



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

Our service

Support for your ASSIST4 configurations is not included in our standard support offering. If you have any questions regarding the AEB solutions being used and your configurations, we will be happy to support you on German working days between 8:00 a.m. and 6:00 p.m. Our experts will gladly assist you – whether your questions refer to your software or processes e.g. in customs management.

Your benefit

Support is available for your configurations, ensuring efficient operation of your AEB solution. This saves your internal resources. We assist your key users both on a technical and a business level.

The options

Our extended support for configurations may also be used outside normal business hours. If this is what you need we will be pleased to conclude an individual agreement with you.

Optional additional services of the AEB such as maintenance and further development of configurations are not included in this service. You can order them separately as and when required.

The requirements

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

The costs

- Extended support for configurations on German working days between 8:00 a.m and 6:00 p.m: 8% of the configurations' costs yearly.
- Extended support for configurations outside business hours: we will be pleased to submit an offer upon request.
- Maintenance and further developments of your configurations: you can submit an order based on our normal man-day rate.