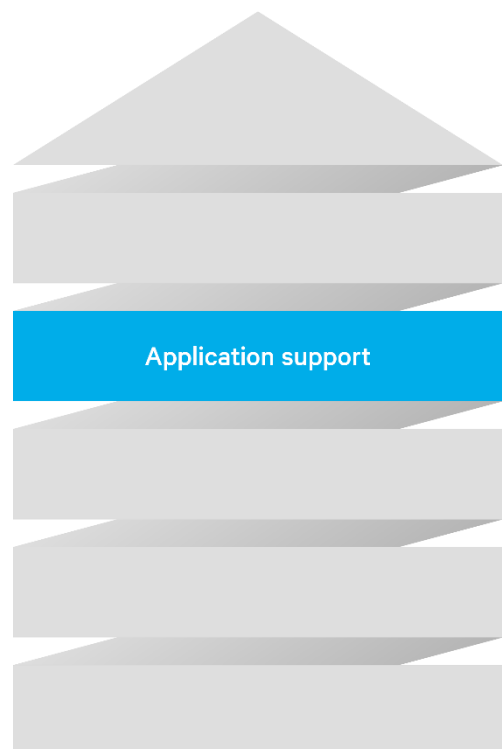




Generate added value through additional benefits: AEB professional services

Extended support: Standby Services



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. These include our standby services.

Your benefit

Beyond regular support hours:

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

The options

- One-time standby services
Our standard support is usually sufficient, but in exceptional cases, e.g. for internal system migrations or updates, you would like to be able to reach AEB support. You are able to define in advance for which time you require standby services. Then you should arrange individual standby services with us.
- Emergency number
You happen to work quite often unplanned with the AEB solution outside regular support hours. In such cases you can also be affected by downtime and major issues. If you require fast support for such high priority cases beyond our support hours we can arrange an individual emergency telephone number for you to reach us at any time.

The requirements

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

The costs

Costs will be agreed with you based on your system and further requirements.

Example for one-time standby services

If you order a one time standby service, first of all a lump-sum of EUR 300.00 will be charged for the organisation.

Furthermore, 170,- EUR are charged per provision hour on business days.

We charge an additional 190,- EUR per hour of deployment.

On Sundays and public holidays we charge 190,- EUR per provision hour.

We charge an additional 215,- EUR per hour of deployment.

➔ You must book a minimum of 4 hours.

Service Description	Basis (EUR)	Amount (h)	Total (EUR)
Organisation lump-sum	300,00		300,00
Provision standby service Saturday 9 to 17 o'clock (8 hours)	170,00	8	1360,00
Plus per commenced hour of deployment	190,00	According to expenditure	
		Min.	1460,00

Service Description	Basis (EUR)	Amount (h)	Total (EUR)
Organisation lump-sum	300,00		300,00
Provision standby service Sunday 9 to 1 p.m. (4 hours)	190,00	4	760,00
Plus per commenced hour of deployment	215,00	According to expenditure	
		Min.	1060,00

Example for emergency number

For a standard system covering one solution area for which you require an emergency number on every Saturday and Sunday, we will charge a monthly fee of EUR 800. If services are actually required, we will charge an additional one-time fee of EUR 600 per call.