

## Customer Success Service - Service packages at a glance

	Basic	Standard	Premium
Operation of the platform	X	X	X
Maintenance & troubleshooting	X	X	X
System monitoring	X	X	X
Projects and service packages	according to offer	according to offer	according to offer
Transport changes (except Combox)	according to offer	X	X
Combox changes	according to offer	according to offer	X
Service	at cost / 1 hour min./ 15 min. interval	at cost / 2 hours incl. - then 15 min. cycle	at cost / 5 hours incl. - then 15 min. cycle
Quality assurance and technical advice	according to offer	according to offer	1 times a year inclusive/ 2 Hour workshop
Service level agreement	Standard-SLA	Standard-SLA	Premium-SLA
Guaranteed response times (according to SLA)	X	X	X
Self-service portal	X	X	X
Weekly reports	–	X	X
Price per month	–	200,00 €	500,00 € 10% discount for each additional service hour

## Your advantages at a glance

We are further expanding our support and service offering and with the new Basic, Standard and Premium packages, you can choose the service that suits you best.

There is no need to prepare a quotation, as we will invoice according to the current price list or the package booked. From the standard package You have a contingent for services.



Improved response times guaranteed through service level agreement



Improved transparency through personal access to the Self Service Portal



Option to book different service packages