

Your Partner for Managed Services

Your contact

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For more information and LOGIN to the portal „Managed Services“ please click here:
<https://www.xsuite.com/en/support-academy-partners/managed-services/>

Monitoring and Administrative Tasks for Customers

What does „Manages Services“ mean for xSuite customers?

- Daily administration and/or extended application support of your systems, running with a SAP integrated xSuite solution
- Scalable service packages with SLA-based incident resolution
- Services supplementing standard xSuite product maintenance
- First-level support for all technical issues involving xSuite applications

Why use Managed Services by xSuite Group?

- You will release your administrators from daily routine work
- You will allow immediate issue resolution through event-driven monitoring of your systems
- You will receive the best possible administration of xSuite products in your systems
- You will lower your servicing costs by shared xSuite resources

Who benefits from our Managed Services ?

- Customers who would like to use knowledge of their internal experts for optimal business process execution rather than for monitoring application setup
- xSuite customers who wish to reduce effort invested in internal administration
- xSuite customers who wish to avoid build and maintain in-house competency in xSuite administration

Who is your contact for Managed Services?

- Your dedicated account manager. Please contact him or her for any questions

Overview Managed Services Monitoring and Administrative Tasks for Customers

PACKAGE	SERVICE		DESCRIPTION	EXPLANATION
GENERAL	G01	Service Desk	<ul style="list-style-type: none"> Available contact partner with knowledge about your solution Handling of your tickets and routing to other WMD teams Knowledge about your implementation: technical, processual, functional 	Communication via eMail, ticketing system or phone
INCIDENT MANAGEMENT	IM01	Monitoring application	24/7 solution monitoring (automated event handling)	Optional
	IM02	Weekly Health Check	Manual check of system operation	Optional
	IM03	Incident w/o SLA	Incident handling based on incoming tickets (fix monthly fee)	<ul style="list-style-type: none"> Accessible during working days: between 9.00am and 5.00pm Reaction time: max. 4h no SLA for resolution time
	IM04	SLA Standard	Incident handling with Standard SLA (fix monthly fee)	<ul style="list-style-type: none"> Accessible during working days: between 9.00am and 5.00pm Response time: 4h Resolution time: critical 8 hours, serious 2 working day, normal 5 working days
	IM05	SLA Prime	Incident handling with Prio 1 SLA (fix monthly fee)	<ul style="list-style-type: none"> Accessible during working days: between 9.00am and 5.00pm Response time: 2h Resolution time: critical 4 hours, serious 2 working day, normal 5 working days
CHANGE REQUESTS	CR01	Fix consultancy contingent for small changes	Contingent of x mandays	
SERVICE REQUESTS	SR01	Administration tasks	Regular admin tasks, such as: <ul style="list-style-type: none"> xflow user management, release table maintenance 	<ul style="list-style-type: none"> Accessible during working days: between 9.00am and 5.00pm Execution time: 1 working day
	SR02	Knowledge support	Handling all kind of other xFlow relevant questions from local admins	
OPTIONAL TASKS	OT01	Periodic service reporting	Performance reporting KPI evaluation in following categories: <ul style="list-style-type: none"> System current status Performance indicators (OCR, documents processing, ...) Managed Services reports 	Can be agreed on quarterly, bi-annual or annual
	OT02	Annual Health Check	<ul style="list-style-type: none"> Application data archiving and cleaning Patch level check and implementation if necessary 	
	OT03	Annual Review Visit	On-site visit at customer location for cooperation status review	
	OT04	Manual activities	Execution of manual activities agreed with the customer	