

Premium Support DimensionsRM

QP-MS1-07

Premium Support for Serena DimensionsRM offers a high quality service for customers using integrated and/or customized solutions.

- Supporting Solutions instead of products
- Onsite Installation Checkout and Healthcheck
- Solution Hotline in German or English language
- Helpdesk Onsite (optional)

Advantage:

This service starts where usual product support ends.

- Solution Hotline with detailed knowledge of environment and processes speeds up verification of issues and increases quality of response
- Fixed Price for high service level including update and integration testing of customizations soon after new product releases
- Issue qualification is done by experienced Consultants
- Installation Checkout and Healthcheck ensures high availability of the solution
- External Service relieves customers IT Resources

Service and Deliverables:

All Services are delivered by QualityPark Consultants using high qualified and reliable Service Methods. Following Deliverables are subject of this service.

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| Service Assessment | Onsite Workshop and Installation Checkout |
| Solution Hotline | Hotline supporting first- and secondlevel Issues (how-to, errors, production stops). Responsetime 2 hours between 9:00–17:00 CET Monday–Friday, Callable by 5 users |
| Customization update and integration test | Updates of customizations, Integration test, remote support for deployment into productive environment |
| Healthcheck | Onsite Healthcheck 6 month after Installation Checkout |
| Helpdesk (optional) | Onsite Helpdesk with a high qualified consultant 8h/day for critical productive environment |
| Hotline 24/7 (optional) | Solution Hotline 24 h each day |

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Prerequisites:

For successful delivery of this service following prerequisites must be complete:

- Complete Installation of Serena DimensionsRM according to installation procedures.
- Support contract in place for Serena DimensionsRM and Software Environment including Operating Systems and Databases.
- Remote Access to the DimensionsRM application server with webex available.
- Availability of a technical responsible on customer side for the DimensionsRM application and the DimensionsRM database server.

Pricing Information:

Service rates are available on request. Rates include all services described. Options (Onsite Helpdesk, extended Service Hours, local language support) are not included unless otherwise specified.

The service will be charged for a one year period at the beginning of the contract. It will continue for another one year period if not cancelled latest 3 month before ending.

Service Rates for Premium Support depends on number of licences and size of integration and customization. Any extension during a service period has to be communicated to QualityPark and may lead to an increase of the service fee.

Expenses for travel and accomodation are not included in the service rates and will be charged on cost base.

Prices are exclusive tax.