



PDV Health

PDV Health Check

Checking the current system status

- Identifying vulnerabilities and errors
- Derivation and recommendation of necessary measures for system improvements and / or troubleshooting

Creation of the PDV Health Report

- documentation of the current system status
- Recommendation of necessary measures

PDV Health Monitoring

Constantly monitoring of the system status

- Identifying vulnerabilities and errors
- Interactive visualization of the monitored systems
- Immediate notification of the detected errors / problems and exceeding thresholds

Regular (at agreed intervals) preparation of the PDV Health Report with

- documentation of the system state and availability
- Recommendation of necessary measures

PDV Health Management

The PDV Service Modules for maintaining an uninterrupted IT operation are described under the PDV Instant Services

See: PDV Instant Services



PDV Resource

PDV Resource Check

Checking the current utilization

- Checking the capacity and performance.
- Identification of utilization peaks.
- Error identification with performance problems

Creation of the PDV Resource Report

- documenting the current system load
- Recommendation for possible improvements
- Determination of acute investment needs

PDV Resource Monitoring

Continuous monitoring of system utilization

- Monitoring of system capacity and performance
- Identification of utilization peaks
- Derivation of trend developments

Regular (at agreed intervals) preparation of the PDV Resource Report with

- Documentation of the system load
- Recommendation for possible improvements
- Show trends in utilization and levels
- Determination of a necessary investment requirement

PDV Resource Management

PDV resource check or monitoring *including* the implementation of recommendations

On demand



PDV Release

PDV Release Check

Inventory

- of the installed software patch and firmware versions

Creation of the PDV Release Report with

- Documentation of the installed versions
- Overview of currently available versions *Optional** monthly notification of critical category patches
- Comparison with manufacturer support matrix
- Recommendation for updates *Optional** Patching by PDV

PDV Release Reporting

Regular (at agreed intervals) inventory of

- Installed software, patch and firmware versions

Regular (at agreed intervals) preparation of the PDV Release Report with

- Documentation of the installed versions
- Overview of currently available versions *Optional** monthly notification of critical category patches
- Comparison with support matrices of the manufacturer
- Recommendation for updates *Optional** Patching by PDV

PDV Release Management

PDV release check or monitoring *included*

- Installation / patching of recommended updates, after customer approval

Release Patching

Installation of recommended updates after customer release on the basis of a PDV Release Report

PDV Instant Services

Reactive services
To reduce downtime

SPECIFICATION



PDV General Support

24/7 around the clock hotline

- for unpredictable support cases to bridge capacity or stuff shortages

Billing according to expenditure and Proof of activity.



PDV Call Handling

Communication with the manufacturer by PDV in case of failure, for existing service agreements

German speaking support hotline with staffed IT professionals

- Guaranteed service- and response times.
- Monitoring of call progression incl. escalation management
- Coordination of necessary service operations
- Single Point of Contact (SPOC)



PDV Premium Support

Qualified on-call telephone support for quick solutions of acute IT problems, around the clock, even outside office hours

German-speaking IT support specialist

- Standby- Service- and Response-Time warranty
- **including** PDV call handling, at no additional cost.
- **including** agreed number of support hours

Discounted hourly rates for agreed and provided services, which are charged according to expenses.



PDV Hardware Support

On-Site Replacement, of components under manufacturer's warranty, by security-checked PDV IT specialists

- PDV Call Handling, including qualified on-call telephone support with
 - Guaranteed service- and response-times
 - IT Hotline with German speaking IT specialists
- Error diagnosis (remote) in case of failure and defects
- Coordination and procurement of necessary spare parts based on existing service agreement with the manufacturer
- Supporting the process until successful completion of the warranty case



PDV Hardware Logistic

Stocking and shipping of spare parts with the guarantee the each part was tested before shipping

- Accepting your faults with our 24/7 service time guarantee
- Guaranteed delivery time for the necessary spare parts

Optional*

Hotline support with German speaking IT specialist to assist in the exchange of the faulty parts

Optional*

Part exchange from PDV onsite

Optional*

Safe Data Service

- Defective data carriers remain in the customer's possession to be destroyed by the customer

Recommendation

In addition to spare part logistics we recommend the proactive hardware inspection



PDV Hardware Service

Stocking and on-Site replacement of parts for solving faults

- Accepting your faults with our 24/7 service time guarantee
- Response time guarantee to start fault analysis and identification
- Standby guarantee
- Error analysis and replacement of parts by a German speaking IT specialist
- Guaranteed functionality test of all spare parts

Optional*

Safe Data Service

- Defective data carriers remain in the customer's possession to be destroyed by the customer

Recommendation

In addition to this spare part service, we recommend the proactive hardware inspection



PDV Hardware Inspection

Checking the functionality of all agreed components

- Identifying vulnerabilities and errors
- Derivation and recommendation of necessary measures for system improvements and / or troubleshooting
- **Optional*** Implementation of the recommended measures

Professional system cleaning by IT specialists

Proactive replacement of wear and tear parts