



### 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

- für unvorhersehbare Supportfälle, zur Überbrückung von Kapazitäts- oder Personalengpässen

Abrechnung nach Aufwand und Tätigkeitsnachweis.



### 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 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 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 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