**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 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
- Documentation of 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 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

The services which are part of PDV Analytics are remote or can optionally be provided on site.

For the implementation of the PDV Health or Resource Monitoring we use the PDV Monitoring Appliance.

Optional* services are provided at an additional cost.
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
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

Optional* services are provided at an additional cost.