Free your Mind

...so he can deal with topics, that make your IT successful - for that we have developed PDV Services.
Unplanned system outages are annoying, cost time and money. That's why we've developed PDV Analytics, a reliable early-warning and diagnostic tool for your IT. The resulting effect is: Downtime is reduced and the availability of your system significantly increased.

The state of your IT is continuously monitored with PDV Analytics according to agreed parameters. Errors that occur can be resolved quickly and flexibly before they have a negative impact on your business processes.

PDV Health
Check | Monitoring | Management

The „health“ of your IT is under scrutiny. The diagnosis refers to the condition, functionality and interaction of the components involved. The PDV Health Report recommends measures to eliminate sources of interference and faults as well as for precaution.

The implementation of the measures can be carried out under a PDV Health Management Agreement.

PDV Resource
Check | Monitoring | Management

The resource analysis refers to workloads, performance and data growth of your system. The PDV Resource Report recommends measures for optimizing, predictive planning and dimensioning of your IT.

The implementation of these measures can be carried out as part of a PDV resource management.

PDV Release
Check | Reporting | Management

The release check refers to the actuality of the software and firmware as well as patches and their effects on the overall system. The PDV Release Report recommends measures for the current improvement and further recommended actions.

The installation of new patches and updates is done within the framework of a PDV Release.

Your benefit

Strategic benefit
Reduction of the IT operating risk
Increasing planning security u. - accuracy
Strengthening the success factors of your IT
Securing the future through IT innovations

Technical benefits
Knowledge of the states of system-critical parameters
Demand-oriented, guaranteed service levels
Reduction of downtime
Elimination and removing of disruptive incidents

Increased IT security
Increasing the predictability of IT processes

Deployment and use
for PDV Analytics and Instant Services

Hardware
Server | Storage | Backup/ Archiving | Network | Security

Software
Virtualization | Operating Systems | Application

Others
Energy | Climate
Even we cannot guarantee you absolutely trouble-free operation of your IT - that would be dubious. But here is what we can do: In the case of malfunction or failure, we will reduce the times for troubleshooting noticeably with the PDV Instant Services which have the following quality features: They are carried out by trained German-speaking IT technicians, who are manufacturer-certified in their area of expertise. You have one and the same contact person for a support case in most cases.

**PDV Instant Services**
React fast. Reduce downtime and costs.

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**PDV General Support**
This service is available to you 24/7 without a contractual agreement for all IT issues.

**PDV Call Handling**
In case of support, we immediately contact the manufacturers, coordinate and monitor all steps until successful troubleshooting.

**PDV Premium Support**
Accelerated troubleshooting through guaranteed service and response times. We also take over the call handling the manufacturers.

**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.

**PDV Hardware Logistics**
We store the right spare parts for specified components of your IT and send them immediately in the event of a fault in the agreed time.

**PDV Hardware Service**
We analyze the cause of the fault and identify necessary spare parts. These will be exchanged on site as agreed with you.

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**Economic benefits**
Increasing the predictability of costs
Improvement of cost transparency and control
Reduction of capital commitment and costs

**Personnel benefit**
Decrease of personal planning
Qualified bridging of unforeseen bottlenecks
Demand-oriented retrieval of knowledge and experience
Increasing the requirement-based flexibility

The more components included in PDV Analytics, the more meaningful the results are. The effectiveness of the measures and the security of your planning are increased.

Depending on the module, your wishes and technical options, the data to be evaluated will be collected remotely or at your site.

Depending on the service and requirement, the implementation may be a one-off or continuous, and the billing may be a flat-rate or at cost based respectively.
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