Incident Reportsystem

PDVSYSTEME

Weekend + Holidays

Monday - Thursday

Friday

Monday - Thursday

Friday

Office hours

On-call service

CLOCK (CET)

7   8   9   10   11   12   13   14   15   16   17   18   19   20   21   22   23   24   1   2   3   4   5   6   7

Hotline   Client contacts PDV-Service by telephone via **+49 5321 370350**

Mail   Client send an email to **hotline@pdv-systeme.de**

Ticket   Client submit an ticket **www.pdv-systeme.de/help-support**

PDV Monitoring *   Processing of events and notifications

PDV Monitoring Appliance *   Automatic monitoring and dispatch of notifications by the client's **PDV-Monitoring** Appliance 24/7.

⚠ Reaction to monitoring events **only during the office hours**

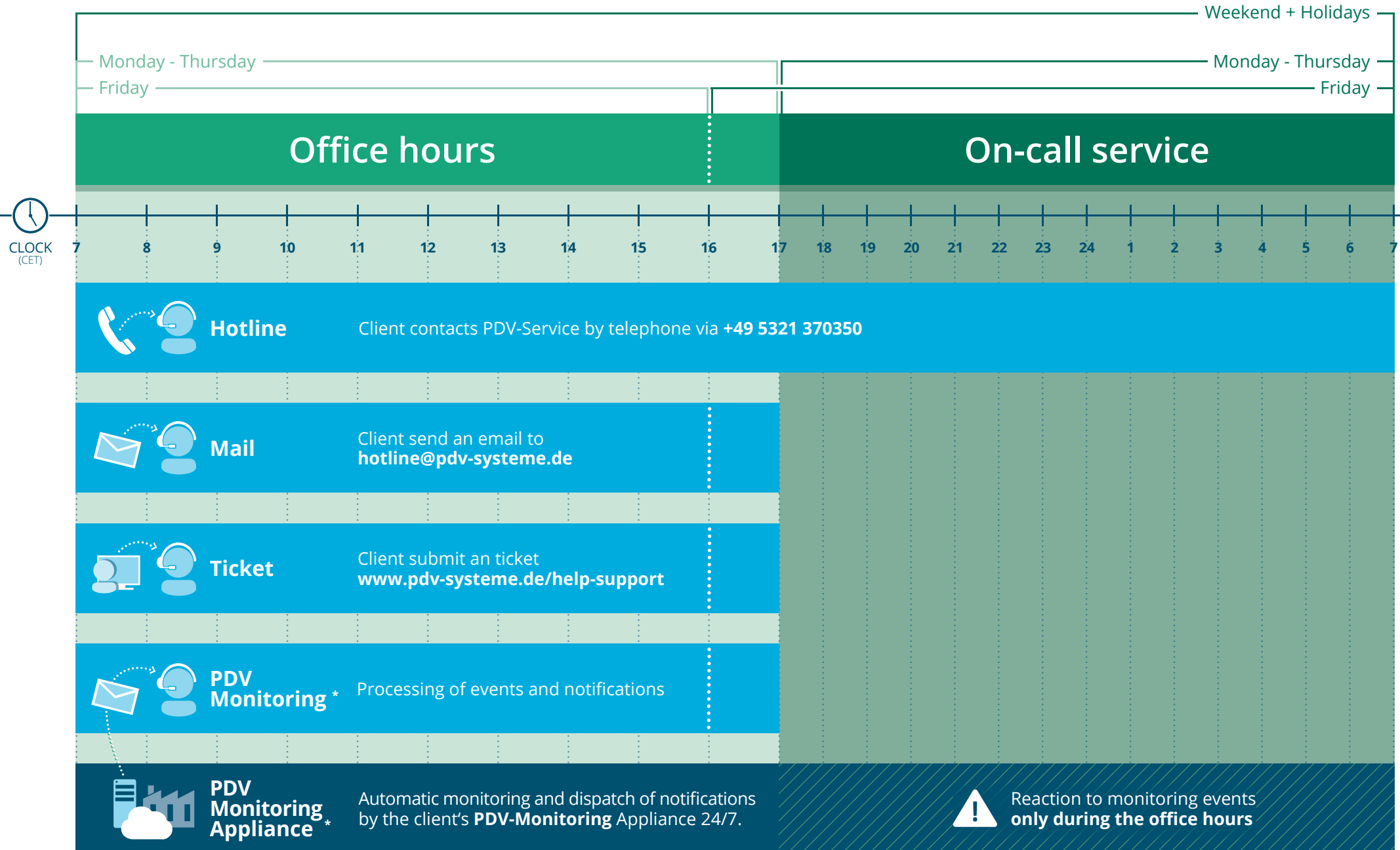** Only if the service **PDV Monitoring** is booked.*

The solution process begins within the agreed response time.