

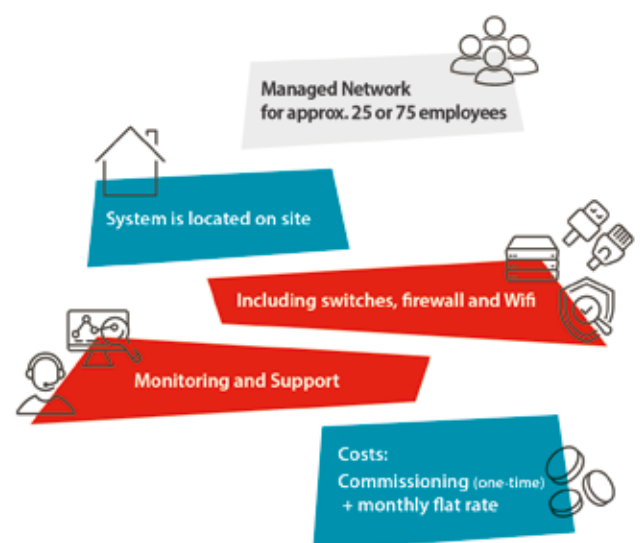
SERVICES

MANAGED SERVICES

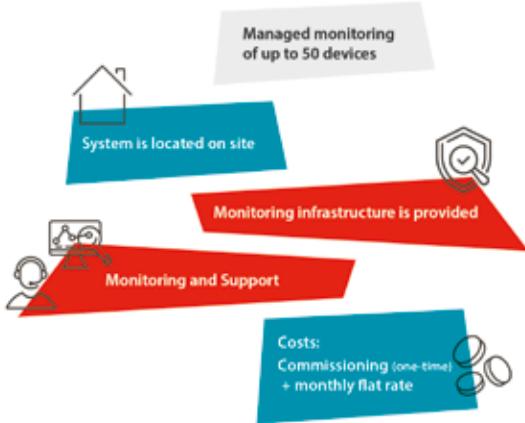
Datwyler IT Infra has established a reputation as a provider of reliable IT infrastructure solutions. By adding managed networks and managed monitoring to the portfolio Datwyler supports organisations in being able to concentrate on their core competences.

Datwyler offers standardised **Managed Network** packages adapted to customers with up to 25 or up to 75 employees. As well as this there are individualised solutions tailor-made to the customer's requirements. Datwyler attaches great importance to high performance and the greatest possible security.

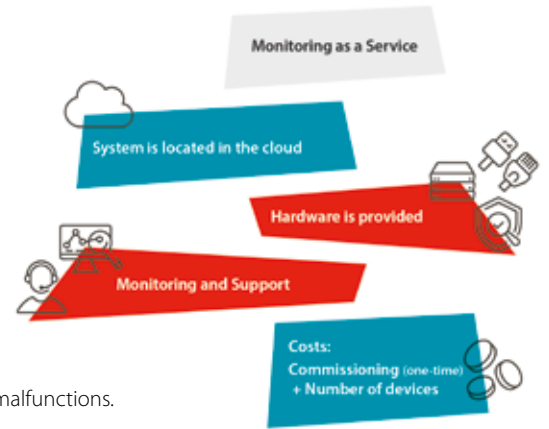
These services are perfectly coordinated. They include planning, implementation and administration of the network, and they ensure that everything runs smoothly. This also includes monitoring the entire network in order to identify and rectify potential problems and attacks at an early stage. A central element of the managed networks are the integrated security solutions that protect against cyber attacks.



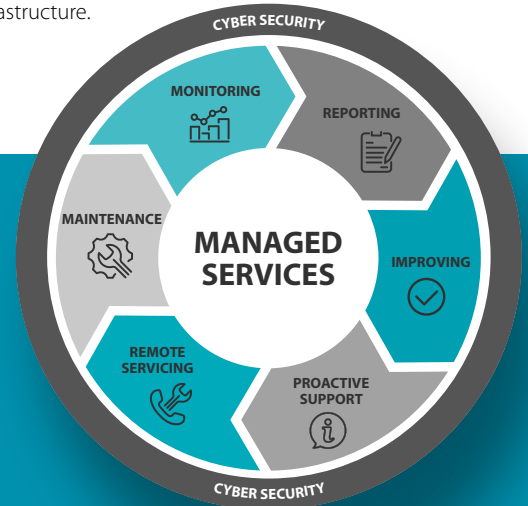
MANAGED SERVICES



Datwyler's **Managed Monitoring** and **Monitoring-as-a-Service** allow companies to monitor their IT infrastructure around the clock. Data from the network, servers, applications and end devices are continuously collected and analysed, and potential problems are identified before they can cause malfunctions.



The Datwyler team of experts also supplies its customers with detailed reports which help them optimise the performance of their IT infrastructure.



SERVICE LEVELS FOR MANAGED SERVICES

Scope of services:	Service Basic	Service Premium	Service Premium+
Maintenance of the network infrastructure			
Maintenance work at fixed agreed times/year	6x	12x	12x
Maintenance work during office hours, Mon – Fri, 08:00 a.m. – 05:00 p.m.	x		
Maintenance work outside office hours Mon – Fri, 05:00 p.m. – 10:00 p.m.		x	
Maintenance work at weekends (Sat/Sun)			x
Detailed maintenance report	x	x	x
Support and response time			
Support Hotline 5 x 9 hrs (office hours, Mon – Fri, 08:00 a.m. – 05:00 p.m.)	x	x	x
Customer Portal Ticketing System 7 x 24 hrs	x	x	x
Guaranteed response until the next business day (NBD)*	x		
Guaranteed response within 4 hrs*		x	
Guaranteed response within 1 h*			x
Extended warranty service			
Guaranteed availability of spare parts and components*	x	x	2 h
Repair and maintenance costs			
Free support (incl. free on-site support)			x
Monitoring			
Monitoring of the components agreed in the service and proactive response within the agreed response time	x	x	x
Prices			
Fixed commissioning costs	x	x	x
Monthly flat rate	x	x	x

* Office opening hours 08:00 a.m. – 05:00 p.m.