



## Basic Service Contract

To support organizations in extending their ability to manage their IT infrastructure, we offer you a worry-free experience on IT support. You will be entitled to reach out to use and request support on various topics related to products and services ditp provides, any workday of the week.



We will service our customers via easy accessible entry points as phone, email and a ticketing platform. Support can be related to technical subjects, but also non-technical like advice on certain IT developments or licensing solutions. Our 1<sup>st</sup> line support will be able to dispatch your requests to our product specialists with an up-to-date status in our ticketing support system.



Our product specialists have an extensive knowledge and expertise on our scoped services and will be handling your requests within guaranteed response times and allocate and plan resources for you swiftly.

For hours spent on specific tickets we offer our services via Service Credits. Charged upfront in bundles of 20 hours, in order to avoid a complex paper trail before starting solving possible issues. Every month you will be informed on the current status of the Service Credits consumed, as well as the remaining Service Credits left.

Once a year our Service Manager will review the services delivered to you. Just to make sure your experience with our Support Services meet your criteria.

The purchase of a solution is just the starting point of fulfilling the promise of the functionality. In the end it needs to be implemented and maintained in such a way that safety and compliancy of your environment is guaranteed.

€ 500,- per month

*based on 36 months contract*



In many cases there is enough general IT expertise within your organization available to handle default installation and maintenance of products acquired. But even in that scenario it is often a lack of time and in depth knowledge that requires 3<sup>rd</sup> line access to support.

In practice, this shortage of time or in depth knowledge can have various consequences, including:

- Not fully utilizing the products
- Not being updated about the latest developments on the products bought
- License compliance issues
- Misconfiguration of the products, leading to performance issues and security flaws
- No maintenance, leading to unnecessary security risks and downtime
- Not being fully in control of the IT Environment

#### Benefits for you as a customer

- ✓ Extension of your 3rd line of support
- ✓ Transparency in ticket handling for IT Support & IT Management
- ✓ Guaranteed response on tickets that need swift action
- ✓ Extensive knowledge and expertise within your organization
- ✓ Availability of Service Level Manager

| SERVICE <sup>1</sup>     | BASIC           |
|--------------------------|-----------------|
|                          | -               |
| Monthly fee              | € 500           |
| Incident Management      | Service Credits |
| Request Management       | Service Credits |
| Change Management        | Service Credits |
| License Management       | -               |
| Availability Management  | -               |
| Event Management         | -               |
| Release Management       | -               |
| Residential Engineer     | Service Credits |
| Health Check             | Service Credits |
| Advisory Consult         | Service Credits |
| Service Window           | Business hours  |
| Priority 1 Response Time | -               |

<sup>1</sup> A full description of our services is available on our company website: <https://www.ditp.nl>