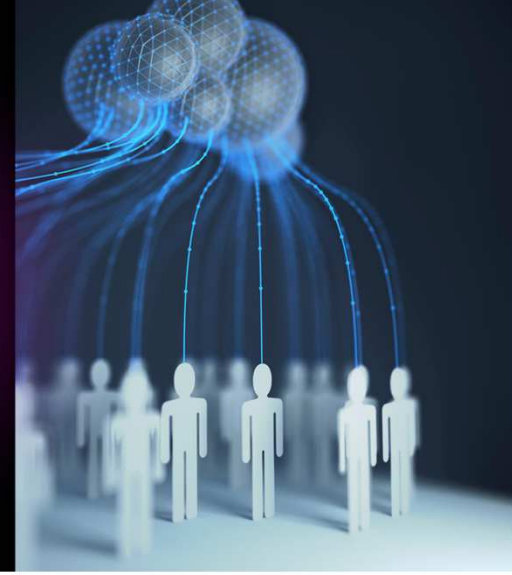# rvs®SW Maintenance and Support
Secure & Reliable OFTP Communication

April 2022

High-performance data communication on the internet between any operating systems

rvs® family overview

rvs® is a product family from T-Systems for encrypted, audit-proof, and automated data transport between any computing platforms, based on the international OFTP (ODETTE File Transfer Protocol) standard.

For rvs® SW users with an ongoing maintenance agreement, the maintenance content and services listed below are included. rvs® SW users without a maintenance agreement can receive the listed benefits on a proposal basis.

rvs® service for your OFTP communication

Our team of OFTP experts guarantees support for all phases of the project – from design to maintenance of the rvs®-based OFTP networks. The experience acquired during installation, upgrade or silent roll-out of OFTP networks over the years ensures smooth and efficient operation of the data communication network.

rvs® maintenance content & services

- Bug fixing in software via patches/patch releases
- Bug fixing in the program documentation
- Adaptation to new operating system releases of the supported hardware platform
- Updates of the software on our website to download for your operating system via standalone manual installation or installation by our remote service (at additional costs)
- Bug fixing carried out for releases in the maintenance window (see roadmap)
- Provisioning of rvs®SW license key in case of HW change/loss

rvs® support level

Unless otherwise contractually stipulated, all the support services are provided within normal business hours in Germany (Monday to Friday, 9 a.m. to 5 p.m.)

1st-level support
- Ticket creation via hotline/e-mail receipt
- Definition of priorities
- Initial analysis of system data
- Forward to 2nd-level support

2nd-level support
- Detailed problem analysis
- Providing solutions/workarounds
- Forward to 3rd-level support

3rd-level support
- Problem analysis at the developer level
- Bug fixing and providing patches/releases

T··Systems· Let's power higher performance

rvs