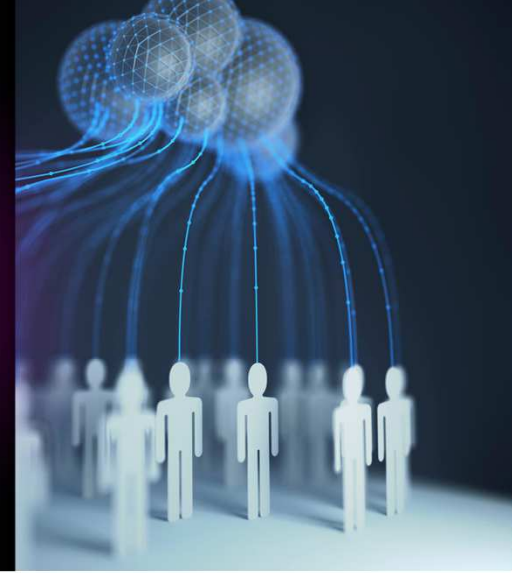


Technical specifications of 2nd-level 24x7 support solution for rvs software

April 2022



T-Systems International GmbH, rvs Team, offers an additional on-call duty service for 2nd-level support of rvs software installations.

Customers with a contract via 24x7 on-call duty service receive support outside the regular business hours in Germany in order to prevent or minimize disorders in the productive systems. In case the customer initializes a priority 1 incident (production stopped or high risk of a production stop) with 24x7 on-call duty service, T-Systems' 1st-level support will inform on-call duty service support, which will attend to the matter. Incidents lower than priority 1 will be handled on the next business day.

Products covered

- rvsEVO
- rvsPortable for Windows and Unix/Linux (rvsX, rvsXP)

Note: rvsMVS, rvs400 (iSeries) and rvsXML are not covered by this service.

Operating hours

- Weekdays 12:00 a.m. – 9:00 a.m. and 5:00 p.m. – 12:00 a.m.
- Weekends 12:00 a.m. to 12:00 a.m.

- Bank/Public holidays (e.g. Christmas) 12:00 a.m. to 12:00 a.m.

Services provided

- Get/keep production system running with expert support
- Analyses of failure in order to keep the system running
- Providing analysis reports for 3rd-level support/ bug fixing
- Includes 12 incidents per year (additional incidents will be charged by case)
- 0,5 hr. response time at priority 1 on-call service
- Callback/remote access to customer/rvs installation within 30 minutes after the initial request for on-call duty from T-Systems' 1st-level support

For an annual fee, the service can be ordered in addition to the valid basic support and maintenance contract for rvs software. Rental licenses for rvs software include the basic support & maintenance fee.

Contact

E-Mail: rvs-service@t-systems.com
Internet: [Data Communication Solutions](#)

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T-Systems International GmbH
PU Digital Solutions
BU Content & Collaboration Services
Chapter Secure Collaboration
Holzhauser Straße 4 - 8
D-13509 Berlin