IDS
WWW.IDSGMBH.COM

Network Experts
Keep IT simple and smart.

Smart PACT

Service – Book

You can always reach us at:

+49 (0)6109 – 7668-0 (08:00 – 18:00 Uhr)

+49 (0)6109 – 7668-315 (18:00 – 08:00 Uhr)

service@idsgmbh.com **(7 x 24)**

SmartPACT

Reduce the down time of your IT-Infrastructure and save up to 70% maintenance cost!

Since IT and the network are among the most sensitive areas in many companies, availability is also of great importance. Despite the high reliability of the devices, problems cannot be ruled out. Therefore, quick assistance is always required in this area to keep the damage as low as possible. To ensure this, it is advisable to conclude a maintenance contract..

Which service level suits you best?

|	Premium Plus	Premium	Express	Compact	Advanced
	SmartPACT®	SmartPACT®	SmartPACT®	SmartPACT®	SmartPACT®
	24 / 7 / 4h	24 / 7 / 4h	10 / 5 / 4h	10 / 5 / NBD	10 / 5 / NBD
Hotline	✓	✓	✓	✓	✓
Individual contract term	✓	✓	✓	✓	✓
Hardware replacement	✓	✓	✓	✓	✓
EOL/EOS Vendor unsupported	✓	✓	✓	✓	✓
Error analysis	✓	✓	✓	✓	
Remote support	✓	✓	✓	✓	
Onsite support	✓	✓	✓	✓	
OS recovery	✓	✓	✓	✓	
Firmware updates	✓				

All from a single source

As an experienced service provider, we offer professional support for the operation of your entire infrastructure.

- ➢ Individual consulting and concept creation
- ➢ Flexible contracts, individual running times and billing models
- ➢ SmartPACT® service throughout Europe
- ➢ Single Point of Contact (SPOC) for your complete IT infrastructure
- ➢ 24/7 hotline, logistics service and spare parts stocking
- ➢ Maintenance service for devices that are no longer supported by the manufacturer
- ➢ Significant cost reduction
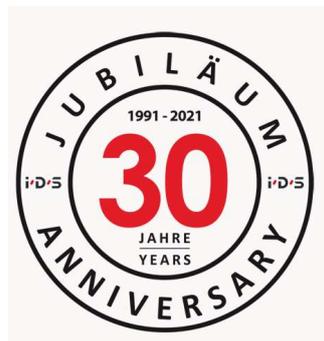
Our qualified team and its know-how

Our system engineers are highly qualified and experienced in identifying problems. In the IDS SmartPACT® service, a holistic fault analysis takes place. The entire system environment is included in the troubleshooting.

- ➢ Professional 24h hotline
- ➢ Immediate remedy in advance by phone or remotely
- ➢ Continuous employee qualification and certification
- ➢ Top performance through motivated employees
- ➢ Consistently high service quality
- ➢ High customer satisfaction and long-term contractual relationships

Our Servicelevels (SLA)

ADVANCED SmartPACT® (parts only)	10 x 5 NBD
COMPACT SmartPACT®	10 x 5 NBD
EXPRESS SmartPACT®	10 x 5 4h
PREMIUM SmartPACT®	24 x 7 4h
PREMIUM Plus SmartPACT®	24 x 7 4h

Definitionen of terms

Service Desk IDS	7 x 24h, 365 days a year available
Response time by phone	15 – 30 Minutes
10 x 5 (holidays excepted)	10 hours a day, 5 days a week
NBD	Next business day
Fault reporting until 15:00 Uhr	Fault clearing starts NBD
Fault reporting after 15:00 Uhr	Fault clearing starts NBD +1
24 x 7	24 hours a day, 7 days a week
4h	Technician start time

The technician start time regulates the maximum duration after receipt of a fault message for systems under an IDS - SmartPACT® service contract.

The customer's fault report stating the affected system manufacturer, system type and its serial number shall be deemed as receipt of the fault report. If this information is missing, a malfunction is considered as not reported.

The technician starts within the agreed service time or in consultation with the customer. Initial remote support is also considered to be a start-up. In the event of a fault, the technician usually takes the spare part with him or this is dispatched at the same time by our logistics department, so that the technician and the spare part arrive promptly at the customer's premises.

After receipt of the fault report and an initial fault determination by telephone together with the customer, the IDS technician will start fault elimination remotely or at the fault location within the listed time periods.

IDS Call Flow Servicematrix

1. Notification of the service case

1.1. During business hours (08:00 - 18:00)

Register/open your service case at

service@idsgmbh.com

or

https://rma.idsgmbh.com/rma_createticket_en.html

Necessary information for processing the fault:

- Contract number (agreement number)
- Hardware (article name of the manufacturer)
- Serial number
- Location of the hardware
- Contact details of the contact person at the location

1.2 Outside business hours (18:00 - 08:00)

Outside business hours, in addition to the e-mail (see point 1.1.), a call must be made to the following telephone number: IDS telephone: +49 (0) 6109-7668-315
Attention: The call is important, because an e-mail processing between 18:00 and 08:00 clock does not take place.

2. Service ticket

The service team creates a service ticket based on the maintenance case and informs the customer of the ticket number immediately.

3. Operational coordination

Our service employee will ask for some points in advance and coordinate the next steps. Necessary information for the resource planning:

- ➢ Hardware replacement only
- ➢ Exchange with technicians on site
- ➢ Call back of an IDS technician, remote support, if error is not yet 100%
- ➢ Confirmed

4. Hardware exchange

If the customer requires a hardware replacement, the IDS back office coordinates how quickly this is
to be carried out on the basis of the contractually agreed Service Level Agreement (SLA).

SLA 24x7x4 hardware replacement by technician/courier on the same day
SLA 10x5xNBD Hardware replacement by technician/courier the next day

5. Return procedure

After receiving the new hardware the customer has the obligation to ship the defective hardware back to IDS within 5 business days. If the goods are not returned within this period, we will have to charge you for them.

Return defective hardware to the IDS warehouse with indication of the ticket number (RMA #):

Inter Data Systems GmbH
Wilhelm-Röntgen-Str. 11
63477 Maintal
RMA # ...

6. Conclusion

The ticket will be closed as soon as the defective hardware has arrived at the IDS warehouse. The customer will receive an e-mail about the completion of the service case.

Methods of **fault reporting**

By phone: +49 (0)6109 – 7668-0   (08:00 Uhr – 18:00 Uhr)

By phone: +49 (0)6109 – 7668-315   (18:00 Uhr – 08:00 Uhr)

Via E-Mail: service@idsgmbh.com   (7 x 24)

Customer portal PACT-Center https://pact-center.idsgmbh.com/ (7 x 24)