



# SERVICE DELIGHT IN BUSINESS - AND TIME-CRITICAL PROCESSES

prime**vision**

part of the Protection & Care suite



## Prime Care

24/7 Support



## Prime Protect

Preventive Maintenance

In the rapidly expanding postal and logistics sector, where end customers' demands rise by the day, business processes are becoming more and more time critical and IT environments get more complex. Since both quality and quantity play a big role in day-to-day production, a strong collaboration is needed between customer and supplier to fulfill these wishes and create a leading position within the field. Prime Vision offers service contracts to customers for software and services that are delivered through projects and integration.

A service contract has several big advantages over a situation where Prime Vision only delivers the software. First and foremost, Prime Vision has a great availability brought by a skilled service desk that operates 24/7 to help customers around the world. Secondly, a service contract allows for timely response and resolution on incidents and requests.

By agreeing on the response and resolution times, Prime Vision guarantees that the service desk and all other colleagues will do whatever it takes to minimize and prevent impact on production processes. Moreover, Prime Vision not only supplies customers with security regarding incident resolution, but they actively think along with the customer about possible improvements in their processes, since we focus heavily on understanding the customer's processes to be able to provide excellent service.

## Services offered

	<b>SERVICE DESK</b>	Whether you face an issue, you want to order a service or you simply have a question, the Prime Vision service desk is your first point of contact and can be reached by phone, e-mail or web-based service portal. Each request is qualified based on priority and impact and expert teams or vendors are involved as needed to resolve the request. The Service Desk provides regular updates and owns the request until it's resolved.
	<b>MONITORING</b>	We want to give you the peace of mind and allow you to focus on managing your core business. Active monitoring of business critical IT components makes your business more reliable, secure and efficient. Our experts can analyze and follow-up events and notifications, to assure availability, stability, and performance of your managed IT environments.
	<b>SERVICE MANAGEMENT</b>	Prime Vision reserves a dedicated service manager who represents your interests within Prime Vision and aligns the activities and people among the different teams to achieve the best results and meets your expectations. We intend to stay in close contact with you and maintain a thorough understanding of applied business processes to be able to collaborate and co-create and actively advise on improvements.
	<b>CHANGE &amp; CONFIGURATION MANAGEMENT</b>	Changes are necessary to cope with the ever-changing business needs and to drive innovation through continual improvement. Software releases and products are tested carefully before they are deployed into production and source code and release notes are stored.
	<b>PROCUREMENT SERVICES</b>	We can design a complete end-to-end solution combining software and underlying infrastructure to remove the burden of product choice, logistics and installation and lifecycle management. For our own hardware products (flow projector and robots) we also offer to manage spare devices at a central location, so that they can be shipped fast in case of system failure. Devices will be pre-configured, and a skilled engineer will provide remote assistance during replacement.
	<b>INFRASTRUCTURE MANAGEMENT</b>	No matter whether you want to keep the hardware on premise or you have already an established cloud provider, we can manage our software including the underlying infrastructure stack and let you focus on your operations.
	<b>SECURITY MANAGEMENT</b>	Our goal is to provide secure and compliant solutions that do not only comply with our own ISO 27001 IT security standards, but also align with your company's security guidelines and objectives. All managed systems are updated regularly with the latest critical and security updates for installed software and firmware. We deploy state-of-the-art endpoint protection software that protects your environment from malicious threats and vulnerabilities.
	<b>VENDOR MANAGEMENT</b>	More and more vendors are part of complex business solutions, and it is getting difficult to determine the cause of a problem among the different parties. We can facilitate the day-to-day management of vendors, the procurement of services and warranty contracts and participate and coordinate the troubleshooting with the vendor.
	<b>TRAINING</b>	We can facilitate customer-specific trainings where an experienced engineer will provide hands-on training for operators and users. During the training the Prime Vision system and its components will be explained. The training can be performed on-site or online.
	<b>PREVENTIVE MAINTENANCE</b>	Because all equipment needs to be in perfect condition, we perform periodic check-ups on site. A field engineer will do a detailed inspection of the equipment and undertake additional pro-active maintenance activities to enhance the availability, stability, and performance of your IT environment.

## Service levels offered

**Essential support** ensures the availability of our service desk for troubleshooting and problem resolution during business hours and early detection of issues via our hardware monitoring and state-of-the-art endpoint protection. We can also take care of regular patching of all systems (optional) to protect your company from security weaknesses. Additionally, we offer preventive maintenance visits and (user) trainings.

For mission-critical systems we offer 7 x24 **Premium support** which enriches our services and provides you with complete support and management of our applications, products, and the underlying infrastructure. We use advanced monitoring tools to proactively capture and resolve issues and we ensure your environment is always protected by deploying regular patches and security updates.

We perform active life-cycle-management and can take care of hardware replacements, warranty extensions and spare parts and we can also manage vendors (e.g. camera suppliers) for you.

PROTECTION & CARE SERVICES		ESSENTIAL	PREMIUM
SERVICE DESK	Web portal	Yes	Yes
	E-mail	Yes	Yes
	Phone		
	Incident Management	Mon-Fri	7x24
	Problem Management	7.30-17.30 CET	
	Service Request Management		
MONITORING	Monitoring & Event Management	Hardware monitoring	Advanced monitoring
	Availability Management	No	Yes
SERVICE MANAGEMENT	Reporting	No	Yes
	Contract Management	Yes	Yes
	Service Continuity Management	No	Yes
CHANGE & CONFIGURATION MANAGEMENT	Configuration and Release Management	Yes	Yes
	Test & Acceptance Environment	No	Yes
	Deployment Management	Yes	Yes
	Change enablement	No	Yes
PROCUREMENT SERVICES	Hardware Procurement	No	Yes
	Warranty Extension	Yes	Yes
	Asset management	No	Yes
	Lifecycle Management	No	Yes
	Spare device management	No	Yes
INFRASTRUCTURE MANAGEMENT	On-Premise	No	Yes
	Cloud Services	No	Yes
	Firewall management	No	Yes
SECURITY MANAGEMENT	Patch Management	Optional	Yes
	Endpoint Detection & Response	Yes	Yes
	Password management	No	Yes
	Active Directory management	No	Yes
VENDOR MANAGEMENT		No	Optional
TRAINING		Optional	Optional
PREVENTIVE MAINTENANCE		Optional	Yes