

SERVICE CATALOG

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2. Introduction

2.1. Prime Vision

For over 30 years, Prime Vision has been designing and developing best-in-class solutions that help time-conscious companies around the globe with the automation of sorting processes. We are pioneers, driven by the fast-changing digital world, bringing together Computer Vision and Robotics technologies that not only help facilitate postal and parcel services and e-commerce businesses but the digital world in general. Our solutions include Vision AI solutions (OCR, object recognition, barcode reading, ...), video-coding, sorting-decision system, Robotic Sorting, asset tracking and many more.

Prime Vision's customers can be found in every corner of the world, and they are all characterized by their insightful and innovative mindset. To accommodate them, we act proactively and monitor constantly, to prevent problems. We are at the controls 24/7, which means we are always there when you need us. We like to believe that our constant guidance and leading-edge company insights have led us to long-term relations with our customers.

Our position is unique, because not only can we count large and international organizations among our customers, but we also have access to new technologies through links to universities, accelerators, start-ups and strong partnerships in the industry. This enables us to provide you with exciting capabilities to address very specific technical needs.

2.2. Benefits of a service contract

In a rapidly growing economy, where consumers demand rise by the day, business processes are becoming more and more time critical and IT/OT environments get more complex.

Prime Vision solutions are in the heart of business-critical processes and it's crucial to maintain a highly secure environment that does not let you down in critical situations.

Our wide range of Protection & Care services help to minimize and prevent impact on production processes and ensure you have access to our experts when you need them.

The service contract is specifically tailored to your applications and products and is further outlined in this agreement.

3. Prime Vision Services

3.1. Services overview

PROTECTION & CARE SERVICES		Essential	Premium
Hotline Support Services	Web portal	Yes ✓	Yes ✓
	E-mail	Yes ✓	Yes ✓
	Phone		
	Incident Management	Mon - Fri 9:00 - 17:00 CET	7 x 24
	Problem Management		
	Change Management		
	Service Request Management		
Service Management	Reporting	Yes ✓	Yes ✓
	Contract Management	Yes ✓	Yes ✓
	Service Continuity Management	No ✗	Yes ✓
Managed Services	Monitoring & Event Management	Yes ✓	Yes ✓
	Release & Deployment Management	Yes ✓	Yes ✓
	Configuration Management	Yes ✓	Yes ✓
	Availability Management	No ✗	Yes ✓
	Capacity & Performance Management	No ✗	Yes ✓
	Identity & Access Management (IAM)	Yes ✓	Yes ✓
	Non-Production Environment (NPE) Management	Optional ✓	Yes ✓
	Lifecycle Management	Optional	Yes ✓
	Patch Management	Yes ✓	Yes ✓
	Connectivity Management	Optional	Optional
	Backup & Recovery	Optional	Optional
	Endpoint Detection & Response	Yes ✓	Yes ✓
Hotline Support Services	Preventive Maintenance	Optional	Yes ✓
	Corrective Maintenance	Yes ✓	Yes ✓
	Spare Parts & Logistics Management	Optional	Optional
	Training & Knowledge Transfer	Optional	Optional
	Vendor Management	Optional	Optional
	Additional Health Checks	Optional	Optional

3.2. Service / Product support lifecycle terms

Prime Vision uses the following terms to describe the status of a service or product in its support journey.

Support Phase	Description	Impact
Mainstream support	Regular updates, bug fixes, security patches, and feature enhancements are provided	Best phase of support
Extended support	Limited support after mainstream ends	Usually includes critical security patches and compliance updates, but no new features. Requires special agreement(s) and or Fee
Deprecated	Service is marked for removal in the future	Still usable but marked for replacement / migration. Requires special agreement(s) and or Fee
Unsupported	Service is no longer supported in any form	No patches, fixes or assistance available

Prime Vision uses the following terms to describe the status of its products.

Product Status	Description	Impact
General Availability (GA)	Product is officially released and fully supported	Customers can purchase, deploy, and receive updates.
End of Sale (EOS)	Product is no longer sold and is marked for removal in the future	Existing customers still receive support and are encouraged to upgrade / migrate.
End of Life (EOL)	Product is officially retired	No updates, patches or support provided. Customers are expected to migrate to newer versions.

4. Service Description

4.1. Hotline Support Services

4.1.1. Service Desk

Service Description: The Prime Vision Service Desk acts as the single point of contact (SPOC) for all customer incidents, service requests, and inquiries related to Prime Vision's software, hardware, and integrated automation solutions.

It ensures efficient coordination between customers and Prime Vision specialists to guarantee timely resolution and communication.

The Service Desk is responsible for registering, categorizing, and tracking all tickets until closure and for ensuring updates are provided within the agreed service levels.

★ Benefits:

- Single contact point for all operational and technical issues, ensuring clarity and accountability.
- Efficient issue handling through structured logging, prioritization, and escalation workflows.
- Consistent communication and progress tracking across all service domains (application, infrastructure, and operational).
- Improved response and resolution times through trained service agents familiar with Prime Vision systems and customer-specific environments.

💰 Cost Drivers:

- Service level coverage (e.g., Business Hours vs. 24×7 support).
- Number of supported systems or sites under maintenance.
- Ticket volume and complexity
- Communication Channels (e.g., specific customer team as filter vs. all locations contact Prime Vision)

☑ Dependencies/Requirements:

- Customer must provide clear contact persons and escalation paths for communication.
- All incidents and requests should be reported via the agreed communication channels (email, portal, or phone).
- Heavily dependant on other Support Services.

4.1.2. Incident Management

Service Description: Incident Management ensures that any disruption of a Prime Vision solution is restored as quickly as possible to minimize business impact.

This service focuses on identifying, recording, classifying, and resolving incidents related to Prime Vision's software, hardware, or infrastructure.

Incidents may be reported by customers through the Service Desk or automatically detected via Prime Vision's monitoring tools.

The Service Desk coordinates the resolution process and involves specialized technical teams when required. Each incident is prioritized based on agreed criteria (impact and urgency) to ensure a consistent and transparent handling process.

Prime Vision's Incident Management follows ITIL best practices and aims to deliver fast restoration, clear communication, and continuous improvement.

Benefits:

- Minimized operational downtime and reduced business impact through structured incident handling.
- Transparent and traceable process with clear ownership and accountability per ticket.
- Prioritization ensures that critical issues affecting production are handled first.
- Knowledge sharing and documentation of known errors help prevent reoccurrence.
- Integrated with Problem and Change Management for structural improvements and rootcause elimination.

Cost Drivers:

- Agreed service level and coverage window.
- Number of supported systems, environments, or production sites.
- Incident volume and resolution effort (First Line vs. Second/Third Line).
- Response and resolution time targets defined in the Service Level Agreement (SLA).
- Escalation level and required specialist involvement.

Dependencies/Requirements:

- All incidents must be reported to the Prime Vision Service Desk via the agreed communication channels (portal, email, or phone).
- Customer must provide clear contact persons for verification, impact assessment, and testing after resolution.
- Timely feedback from the customer is required to validate solutions and close incidents.
- Relies on effective collaboration with Monitoring & Event Management (for early detection), Problem Management (for root cause analysis), and Change Management (for structural fixes).

4.1.3. Problem Management

Service Description: Problem Management focuses on identifying, analyzing, and resolving the underlying causes of recurring or high-impact incidents to improve long-term service stability.

While Incident Management restores normal service operation as quickly as possible, Problem Management performs deeper investigation and ensures issues are addressed structurally — either through a permanent solution or by documenting Known Errors with an effective workaround where possible.

Problems may be triggered by recurring incidents, critical outages, monitoring alerts, or trend analysis.

Problem Management ensures transparency, predictable operations, and continuous improvement across both software and infrastructure environments.

Benefits:

- Reduction of recurring incidents and improved system stability.
- Root cause transparency and structured documentation of Known Errors.
- Workarounds reduce downtime when fixes are unavailable or delayed.
- Enables informed decision-making about Change or Release activities.
- Feeds continuous improvement and improves diagnostic knowledge for Service Desk and engineering teams.

Cost Drivers:

- Complexity of diagnosing a root cause (multi-component, multi-site, or 3rd-party involvement).
- Number of problems requiring investigation per reporting period.
- Required depth of analysis (logs, database traces, application profiling, hardware diagnostics).
- Number of Internal- and Customer teams involved.
- Regression or validation testing needed after implementing solutions.

Dependencies/Requirements:

- Relies on input and accurate data from Incident Management and Monitoring & Event Management.
- Customers must provide necessary operational data (e.g. visual data, timestamps, reproduction steps).
- Structural fixes identified must follow the agreed Change Management process.
- Known Errors are documented and remain open until a fix is released or the customer decides not to pursue a permanent solution.

4.1.4. Change Management

Service Description: Change Management governs the controlled introduction of modifications to Prime Vision's software, hardware, infrastructure, and integrated automation solutions.

The objective is to ensure that all changes are assessed, approved, planned, implemented, and reviewed in a structured manner, minimizing the risk of service disruption.

Changes may result from customer requests, incident/problem investigations, lifecycle requirements, security patches, product improvements, or infrastructure upgrades.

Every change follows a standardized process that includes impact analysis, classification, planning, coordination, communication, and post-implementation evaluation.

Benefits:

- Ensures that all modifications are implemented safely and predictably, reducing operational risk.
- Improves transparency through structured impact analysis and approval workflows.
- Enables customers to plan release, testing, and operational windows with confidence.
- Ensures rollback plans, test steps, and version control are maintained per ISO/ITIL standards.

Cost Drivers:

- Volume and complexity of submitted change requests.
- Scope of classification and impact analysis required (single application, multisite environment, full platform impact).
- Required testing effort (NPE/Production validation).
- Required downtime windows and aftercare effort.

Dependencies/Requirements:

- All changes must be submitted via the agreed Request for Change (RfC) process, including required documentation.
- Changes must be approved by customer stakeholders before scheduling (unless emergency procedures apply).
- Customer must provide maintenance windows, test resources and acceptance validation within the agreed timeframe.
- Closely connected with Release & Deployment Management, Configuration Management, and Application/Infrastructure Lifecycle Management.

4.1.5. Service Request Management

Service Description: Service Request Management handles all standard, predefined, and recurring customer requests that are not classified as incidents or changes. These include requests for information, access rights, configuration adjustments, standard operational actions, or the delivery of predefined services or materials. All service requests are logged, categorized, and tracked through the Prime Vision Service Desk. The Service Desk coordinates fulfilment, involving specialized teams when necessary. Service Requests follow a streamlined workflow optimized for predictable delivery and clear communication, distinguishing them from complex or high-risk changes that require a more formal Change Management process.

Examples of service requests include:

- User account creation, updates, or revocation
- Request for operational reports or log extracts
- Planned restarts or operational checks
- Standard configuration changes within agreed boundaries
- Requests for consumables or replacement of predefined hardware items
- Activation/deactivation of monitoring alerts
- Information or documentation requests.

★ Benefits:

- Fast and predictable handling of standard, repeatable customer needs.
- Improved efficiency through predefined workflows and clear responsibilities.
- Reduced operational overhead for customer teams, who can rely on Prime Vision for routine tasks.
- Supports operational continuity by ensuring non-urgent but essential actions are handled reliably.

💰 Cost Drivers:

- Volume of service requests per month.
- Expected frequency of requests.
- Complexity of the request (simple operational action vs. multi-step or multi-team process).
- Involvement of specialist engineering teams (application, infrastructure, field).
- Customer-specific workflows or approval processes.

☑ Dependencies/Requirements:

- Requests must be submitted via the agreed communication channels.
- Customer must supply the required details (e.g., user information, system identifiers, scheduling preferences, permissions).
- Requests outside the defined standard scope may be reclassified as Change Requests.
- Requires coordination with supporting processes such as Identity & Access Management, Configuration Management, and Monitoring & Event Management.
- Service request fulfilment timelines depend on the agreed SLA and the nature of the request (operational, administrative, informational).

4.2. Service Management

4.2.1. Reporting

Service Description: Reporting provides customers with structured, periodic insights into the performance and quality of all contracted services.

Prime Vision can compile, analyze, and present operational data across incident handling, service availability, request fulfilment, change execution, monitoring trends, and system performance.

The purpose is to ensure transparency, support data-driven decision making, and enable continuous improvement of both operational processes and system reliability.

They can include KPI performance against targets, service trends over time, identified risks, and recommendations for improvements or corrective actions.

Service Level Reporting forms the operational foundation for Service Review Meetings (operational, tactical, or strategic).

Benefits:

- Full transparency into service delivery quality.
- Clear visibility of trends, recurring issues, and opportunities for improvement.
- Data-driven insights that support operational planning and strategic decision-making.
- Facilitates constructive dialogue during service review meetings.
- Strengthens customer–supplier alignment by showing progress, compliance, and areas needing attention.

Cost Drivers:

- Reporting frequency.
- Depth of analysis requested.
- Number of environments, systems, or sites included in the report.
- Custom reporting elements or customer-specific KPIs.

Dependencies/Requirements:

- Relies on accurate data from all underlying processes (Incident, Problem, Change, Monitoring, Availability, Capacity & Performance).
- Customer must provide timely feedback on reporting format and desired content.
- Customer participation is required in review meetings to validate decisions and define follow-up actions.

4.2.2. Contract Management

Service Description: Contract Management ensures that all agreements between the customer and Prime Vision regarding Protection & Care services are clearly defined, maintained, and actively smart vision, smart flow managed throughout their lifecycle. It covers the commercial and formal framework around the services, such as service descriptions, service levels, pricing, terms, and responsibilities.

Prime Vision maintains an overview of all relevant contracts and ensures that they remain aligned with the actual service delivery. This includes handling contract changes, extensions or renewals, adding or removing services, and incorporating outcomes from service reviews or audits. Contract Management also makes sure that commitments in the contract are translated into concrete operational agreements and that these are known to the relevant stakeholders on both sides.

Through regular reviews and structured communication, Contract Management helps both parties to keep expectations aligned, address issues early, and ensure that the commercial and legal basis of the cooperation remains up to date and transparent.

Benefits:

- Clear and consistent overview of all service and commercial agreements.
- Reduced risk of misunderstandings about scope, responsibilities, or service levels.
- Structured handling of contract changes, renewals, and expansions.
- Better alignment between operational reality and contractual commitments.
- Supports long-term partnership through regular review and adjustment of agreements.

Cost Drivers:

- Number of contracts in scope.
- Frequency of contract changes, renewals, or additions.
- Level of customer-specific customization in terms and conditions.
- Required meeting cadence for commercial and governance reviews.

Dependencies/Requirements:

- Service reviews and reporting provide input for contract updates and improvements.
- Both parties must assign clear points of contact for commercial and contractual topics.
- Changes to service scope, service levels, or responsibilities may require updates to related documents.

4.2.3. Service Continuity Management

Service Description: Service Continuity Management ensures that Prime Vision's Protection & Care services can be maintained or restored within agreed timeframes in the event of major disruptions. It smart vision, smart flow provides the planning and governance layer around continuity and disaster recovery, complementing technical services like Backup & Recovery and Availability Management.

Prime Vision works with the customer to identify critical services, dependencies, and recovery objectives. Based on these, continuity scenarios, recovery approaches, and fallback options are defined and documented. Where in scope, this may include high-level continuity plans, disaster recovery procedures for Prime Vision-managed environments, and agreements on responsibilities during major incidents.

Service Continuity Management focuses on readiness rather than day-to-day operations. It aims to ensure that, if a serious disruption occurs, both Prime Vision and the customer know which steps to take, which services are prioritized, and what recovery times and data loss tolerances have been agreed.

Benefits:

- Increased resilience against major disruptions impacting business-critical services.
- Clear recovery objectives and priorities for applications and infrastructure.
- Defined roles, responsibilities, and communication paths during continuity events.
- Better preparation through documented plans and agreed scenarios.
- Supports compliance with customer or regulatory requirements around business continuity.

Cost Drivers:

- Number of services and environments included in continuity scope.
- Depth of analysis and documentation (basic recovery concept vs. detailed continuity plan).
- Frequency of plan reviews or continuity workshops.
- Optional exercises or simulations to test continuity arrangements.

Dependencies/Requirements:

- Recovery objectives (RTO/RPO) and critical services must be jointly agreed between Prime Vision and the customer.
- Technical capabilities from Backup & Recovery, Availability Management, and infrastructure services underpin the continuity options.
- Configuration and dependency data are required to understand end-to-end service chains.
- Continuity plans must be periodically reviewed and updated to reflect changes in the environment or service scope.

4.3. Manages Services

4.3.1. Monitoring & Event Management

Service Description: Monitoring & Event Management ensures continuous visibility into the health, availability, and performance of the Prime Vision solutions. Prime Vision uses monitoring tools, dashboards, and alerting mechanisms to detect anomalies as early as possible, so issues can be addressed before they significantly impact production.

Monitoring can cover both infrastructure components (servers, virtual machines, operating systems, storage, network devices, firewalls, cloud resources), and application-level components (processes, services, queues, interfaces, depending on the agreed service

Event Management ensures that relevant alerts are captured, filtered, prioritized, and forwarded for action — while avoiding false positives or overload situations.

This is a core service enabling proactive operations and minimizing downtime.

★ Benefits:

- Proactive detection of issues before they escalate into incidents, reducing business impact.
- Improved operational stability through early identification of performance or capacity risks.
- Faster root cause isolation due to correlation of application, infrastructure, and environmental events.
- 24×7 situational awareness for critical environments (depending on SLA).
- Supports continuous improvement via trend analysis and recurring-event identification.

💰 Cost Drivers:

- Number of monitored systems, environments, sensors, and components.
- Type and depth of monitoring (basic infrastructure monitoring vs. advanced application process monitoring).
- Required monitoring window (business hours, extended hours, or 24×7).

☑ Dependencies/Requirements:

- Customer must ensure a working S2S VPN, network connectivity and firewall configuration.
- Monitoring rules and thresholds must be agreed upon, especially for customer-specific environments or processes.
- Accurate and up-to-date configuration data (via Configuration Management) is needed to interpret events correctly.
- Event follow-up depends on seamless coordination with Incident Management, Problem Management, and Capacity & Performance Management.

4.3.2. Release & Deployment Management

Service Description: Release & Deployment Management is responsible for packaging, testing, scheduling, and delivering approved changes into customer environments in a controlled and predictable manner.

Where Change Management is focussed on governance, Release & Deployment Management focuses on execution.

This service ensures that software updates, bug fixes, enhancements, patches, and infrastructure changes are introduced safely with minimal disrupting to production.

Depending on the agreed service level, deployments may occur in a phased manner, during planned maintenance windows, or as continuous deployments.

Benefits:

- Ensures safe and controlled implementation of approved changes.
- Provides consistency through standardized release packages and documented installation steps.
- Minimizes operational risk with predefined rollback scenarios.
- Improves predictability with coordinated deployment planning and communication.
- Supports continuous improvement via regular updates and structured delivery processes.

Cost Drivers:

- Number and complexity of releases.
- Testing effort required in Non-production environments.
- Deployment window (business hours vs. planned downtime or off-hours).
- Level of coordination required across teams (application, infra, field, customer).
- Customer-specific packaging or integration requirement.

Dependencies/Requirements:

- Only approved changes from the Change Management process can be included in a release.
- Customer must provide or support acceptance or validation testing.
- Deployment planning requires agreed maintenance windows.
- Close coordination with Change Management and Configuration Management.

4.3.3. Configuration Management

Service Description: Configuration Management ensures that all components of the Prime Vision solution — software, hardware, infrastructure, network elements, and other configuration items (CIs) — are accurately recorded, tracked, and kept up to date throughout their lifecycle.

It provides a single source of truth (CMDB or configuration repository) that supports operational stability, impact analysis, incident resolution, and structured change execution.

Configuration Management ensures that the current state of the system is always known, documented, and traceable. This can include maintaining version information, system dependencies, hardware attributes, network rules, installed software baselines, and relationships between components.

It is essential for understanding the impact of incidents, changes, and releases across the environment.

Benefits:

- Centralized and accurate documentation of all application, system, and infrastructure components.
- Improved quality and speed of impact analysis for change, incident, and problem management.
- Enhanced stability through controlled versioning and dependency tracking.
- Fewer configuration-related incidents or misalignments between environments.
- Supports audits, compliance checks, and ISO 27001/ISAE reporting requirements.

Cost Drivers:

- Number of configuration items (CIs), systems, environments, and sites in scope.
- Complexity of the solution landscape.
- Frequency of changes and required updates to configuration data.
- Required level of detail and reporting (basic inventory vs. full CMDB with relationships and history).

Dependencies/Requirements:

- All changes to configuration items must follow the agreed Change Management process.
- Accurate input from projects, releases, and operational teams is required to keep configuration data up to date.
- Configuration Management relies on clear naming conventions and identifiers for systems, environments, and assets.
- Other processes (Incident, Problem, Change, Monitoring, Capacity & Performance) depend on reliable configuration data for effective impact analysis and troubleshooting.

4.3.4. Application Availability Management

Service Description: Application Availability Management ensures that Prime Vision solutions operate within the agreed availability targets by proactively managing, monitoring, and optimizing all components contributing to uptime.

This service focuses on identifying and mitigating risks to availability, coordinating preventative actions, and ensuring rapid recovery in case of unexpected disruptions.

Availability Management takes a holistic view of the end-to-end solution — including software components, infrastructure, network dependencies, interfaces, and external systems.

Where Incident Management focuses on restoring service, Availability Management focuses on **preventing unavailability** through proactive planning, design, and continuous improvement.

★ Benefits:

- Ensures that the application meets the agreed uptime targets by managing end-to-end availability.
- Makes dependency on customer-managed or third-party infrastructure transparent through impact analysis.
- Reduces outages through proactive identification of risks across the application and infrastructure layers.

💰 Cost Drivers:

- Required application availability percentage.
- Complexity of underlying infrastructure components and external dependencies.
- Number of monitored environments.
- Customer vs. Prime Vision responsibility for infrastructure uptime.

☑ Dependencies/Requirements:

- Application availability relies heavily on the uptime of infrastructure, whether managed by Prime Vision or by the customer.
- Monitoring & Event Management is required to determine root causes for downtime.
- Availability improvements often require actions from both parties and must be coordinated via Change Management.
- Incident and Problem Management supply critical input for identifying recurring availability risks or structural issues.
- Customer participation is required when infrastructure responsibility lies outside Prime Vision's scope.

4.3.5. Capacity & Performance Management

Service Description: Capacity & Performance Management ensures that Prime Vision applications and underlying infrastructures have sufficient resources to operate efficiently, reliably, and within agreed performance thresholds.

This service continuously monitors, analyzes, and forecasts resource usage to prevent performance issues and ensure stable operations.

Capacity & Performance Management helps **prevent incidents caused by resource exhaustion** and supports long-term scalability planning for growing operational environments.

The service identifies capacity bottlenecks, performance degradation patterns, and future resource needs based on historical data, operational trends, and expected workload growth.

Benefits:

- Prevents performance-related incidents by identifying bottlenecks before they impact production.
- Optimizes resource utilization for applications, middleware, and infrastructure components.
- Improves reliability across production peaks.
- Provides data-driven recommendations for scaling, infrastructure upgrades, or configuration changes.
- Supports future growth through capacity forecasting and trend analysis.

Cost Drivers:

- Number of monitored systems, application components, and environments.
- Complexity of the workload.
- Depth and frequency of performance reporting and forecasting.
- Responsibility model (Prime Vision–managed infra vs. customer-managed infra).

Dependencies/Requirements:

- Real-time and historical metrics from Monitoring & Event Management are required for accurate analysis.
- Depends on Configuration Management to understand system topology and dependencies.
- Performance improvements or resource upgrades may require Change Management.
- When infrastructure is customer-managed, Prime Vision provides recommendations, but the customer executes capacity upgrades.
- Input from Incident and Problem Management may indicate areas requiring performance optimization.

4.3.6. Identity & Access Management

Service Description: Identity & Access Management (IAM) ensures that only authorized users and systems have access to the infrastructure and platform components managed by Prime Vision.

IAM governs the creation, modification, validation, and removal of user accounts, roles, permissions, and system access keys for servers, network components, and management interfaces.

Prime Vision enforces the principles of least privilege, segregation of duties, and secure authentication, ensuring that access is granted only to appropriate individuals and only for the duration needed.

All access requests follow a controlled approval process and are fully traceable.

Benefits:

- Improved security through strict control of access to critical infrastructure.
- Fully traceable access actions for audit and compliance requirements.
- Reduced risk of unauthorized access or privilege misuse.
- Ensures that access levels remain accurate as roles and responsibilities evolve.
- Supports ISO 27001, SOC/ISAE, and customer-specific security standards.

Cost Drivers:

- Number of user accounts and roles to be managed.
- Frequency of access right changes or reviews.
- Customer-specific security policies requiring additional checks.
- Depth and duration of auditing and logging required.
- Integration with customer identity systems.

Dependencies/Requirements:

- Access requests must follow an agreed approval workflow, including customer authorization where required.
- Accurate account and role information must be maintained through Configuration Management.
- Access changes affecting production systems may require coordination with Change Management.
- Periodic access reviews require customer participation.

4.3.7. Non-production Environment (NPE) Management

Service Description: Non-Production Environment (NPE) Management covers the setup, maintenance, and operational support of environments used for testing, acceptance, validation, training, and troubleshooting — separate from the production environment.

These environments are essential for safe deployment of changes and releases, enabling customers and Prime Vision teams to validate functionality, performance, and compatibility before changes go live.

NPEs may include Test environments, Acceptance environments, Integration test environments, Training or simulation environments or other Customer-specific staging or pre-production platforms. Depending on the contract, NPEs may be fully managed by Prime Vision, jointly managed, or hosted within customer infrastructure.

Prime Vision ensures that NPEs are aligned with production as needed (e.g., software versions, configuration items, interfaces, datasets) and remain operational, accessible, and up to date for testing and validation activities.

Benefits:

- Reduces production risk by validating changes, patches, and releases before deployment.
- Provides a safe environment for customer acceptance testing (UAT) and functional verification.
- Enables rapid reproduction and analysis of issues without impacting live operations.
- Improves release quality through standardized and consistent pre-production validation.

Cost Drivers:

- Number of environments required.
- Level of similarity to production (basic vs. fully production-like configuration).
- Resource allocation.
- Frequency of refreshes, resets, or data synchronization.
- Complexity of deployment pipelines and required automation.

Dependencies/Requirements:

- Requires accurate configuration data from Configuration Management to maintain appropriate alignment with production.
- All deployments to NPEs follow Release & Deployment Management processes for consistency and traceability.
- When NPE infrastructure is customer-managed, Prime Vision depends on customer teams to ensure availability and performance.
- Performance of the NPE may differ from production unless explicitly designed to be identical.

4.3.8. Lifecycle Management

Service Description: Lifecycle Management ensures that all infrastructure and platform components provided and managed by Prime Vision remain supported, secure, and fit for purpose throughout their entire operational life.

Prime Vision tracks hardware age, warranty status, supportability, end-of-life (EoL) and end-ofsupport (EoS) timelines, vendor recommendations, and technology developments.

Based on this information, Prime Vision proactively advises on the required steps forward to ensure that infrastructure remains reliable, compliant, and aligned with current security and performance requirements, reducing the risk of unplanned downtime caused by aging or unsupported components.

Benefits:

- Reduces risk of failures by replacing aging or unsupported infrastructure before issues occur.
- Ensures compliance with vendor support policies, security requirements, and industry standards.
- Improves stability and performance with modern, efficient platform components.
- Eliminates unexpected costs by planning hardware refresh cycles proactively.
- Provides clarity on component age, warranty periods, and required upgrades via structured lifecycle reporting.

Cost Drivers:

- Number and type of infrastructure components within lifecycle scope.
- Required refresh cycles (e.g., 3-year, 5-year hardware lifecycle).
- Warranty extensions and vendor support contracts.
- Complexity of migrations or transitions to new infrastructure or platform technologies.

Dependencies/Requirements:

- Accurate inventory and version data from Configuration Management is essential for lifecycle tracking.
- Replacement or upgrade activities require coordination through Change Management and Release & Deployment Management.
- Customer approval is required prior to executing refresh or decommissioning actions.
- Incident, Problem, and Performance data may influence lifecycle decisions (e.g., components showing recurring failures).

4.3.9. Patch Management

Service Description: Patch Management ensures that all infrastructure components provided and managed by Prime Vision — including operating systems, firmware, and middleware — are kept secure, stable, and up to date.

This service mitigates vulnerabilities, improves reliability, and ensures compliance with security standards by applying vendor-recommended updates in a controlled and coordinated manner.

Prime Vision evaluates available patches, determines relevance and priority, tests patches where required, and deploys them during agreed maintenance windows.

All patching follows structured procedures to minimize operational risk and ensure consistent, predictable system behavior after updates.

Benefits:

- Improved security posture through timely deployment of security and vulnerability patches.
- Increased infrastructure stability and performance due to vendor-recommended updates.
- Reduced risk of incidents caused by outdated OS, firmware, or middleware versions.
- Support for ISO 27001 compliance and industry-standard security practices.
- Transparent patch cycles including schedules, patch notes, and deployment reporting.

Cost Drivers:

- Number of servers, devices, and environments included in the patching scope.
- Frequency of patch cycles (monthly, quarterly, emergency patches).
- Complexity of patch sets (OS patch vs. firmware vs. middleware).
- Testing requirements prior to deployment.
- Size of maintenance windows and effort required for coordination and validations.

Dependencies/Requirements:

- All patch deployments must follow the Change Management and, where applicable, Release & Deployment Management processes.
- Accurate and current system information from Configuration Management is required to determine applicable patches.
- Maintenance windows must be agreed upon to prevent impact on production operations.
- Post-patch validation requires coordination with operational teams and/or customer to confirm system integrity and functionality.

4.3.10. Connectivity Management

Service Description: Firewall & Connectivity Management ensures that all network connections supporting Prime Vision solutions are secure, stable, and correctly configured.

Prime Vision can manage firewalls, VPN connections, routing rules, and network configurations that belong to the infrastructure we provide and maintain.

This can include implementing and updating firewall rules, managing connectivity between application components, ensuring secure communication channels, and monitoring critical network paths.

Prime Vision ensures that connectivity changes are assessed, documented, and deployed following controlled processes.

Benefits:

- Strong security posture through controlled and audited firewall configurations.
- Stable and reliable connectivity between application components, infrastructure, and external systems.
- Reduced operational issues caused by misconfigurations, outdated rules, or connectivity failures.
- Centralized management of network changes ensures coherence and reduces risk.
- Improved troubleshooting speed through full visibility into network flow and rule sets.

Cost Drivers:

- Number of firewalls, VPN tunnels, network zones, and routing rules managed.
- Complexity of network topology (multi-site, redundant paths, segmented networks).
- Volume of connectivity changes or rule modifications requested.
- Monitoring and alerting depth for network components.
- Customer-specific security policies requiring additional configuration or documentation.

Dependencies/Requirements:

- All connectivity and firewall rule changes must follow Change Management to avoid unintended disruptions.
- Accurate configuration and topology information via Configuration Management is required.
- Firewall and connectivity issues may affect application availability; coordination with Incident Management is essential.
- Customer must provide resources on customer managed networks that Prime Vision interfaces with. This is often a joint effort.

4.3.11. Backup & Recovery

Service Description: Backup & Recovery ensures that all critical data, system configurations, and platform components within the Prime Vision–managed infrastructure and applications are securely backed up and can be restored in the event of data loss, system failure, corruption, or disaster scenarios.

Prime Vision can manage scheduled backups for operating systems, infrastructure configurations, databases (insofar as they belong to the Prime Vision–managed platform), or other agreed components or data.

Backup & Recovery is a foundational service that ensures business continuity and reduces the operational impact of unforeseen failures.

★ **Benefits:**

- Ensures rapid restoration of systems and data in case of failure or corruption.
- Protects against data loss through automated, verified backup processes.
- Improves resilience with structured disaster recovery procedures.
- Supports compliance with customer-specific and ISO 27001 security requirements.

⚙️ **Cost Drivers:**

- Backup scope (servers, databases, configuration files, application data).
- Data volume and storage requirements.
- Retention period.
- RPO/RTO requirements.
- Backup frequency (daily, weekly, continuous).
- Restoration requests or disaster recovery testing requirements.

☑️ **Dependencies/Requirements:**

- Requires accurate configuration information from Configuration Management to ensure complete backup coverage.
- Backup and restore operations must be coordinated through Change Management when they affect production systems.
- Restoration activities may require customer cooperation for validation and functional testing.

4.3.12. Endpoint Detection & Response

Service Description: Endpoint Detection & Response (EDR) provides security protection for Prime Vision–managed servers and infrastructure components through the deployment and management of endpoint security software. This can include anti-virus protection, malware detection, and vulnerability monitoring on all relevant endpoints within the infrastructure scope.

Prime Vision installs, maintains, and monitors the endpoint security agents. Detected alerts are reviewed and evaluated by Prime Vision. Based on the findings, Prime Vision coordinates the necessary remediation steps, such as removing malicious files, applying patches, or escalating issues via Incident or Problem Management.

The service strengthens the security posture of the Prime Vision–managed infrastructure by ensuring that endpoints remain protected and regularly evaluated for potential security threats.

Benefits:

- Continuous protection against common malware and virus threats.
- Visibility into vulnerabilities or suspicious activity on managed endpoints.
- Evaluation of detected events ensures appropriate follow-up and remediation.
- Supports security compliance requirements for hosted infrastructure.
- Helps prevent compromised endpoints from impacting application availability or stability.

Cost Drivers:

- Number of endpoints under protection.
- Alert volume and the required analysis effort.
- Customer-specific security policies requiring additional checks or reporting.
- Level of remediation support required per event.

Dependencies/Requirements:

- Endpoint agents must remain operational to ensure proper scanning and reporting.
- Detected events requiring remediation may trigger Incident Management or Problem Management.
- Changes to policies, exclusions, or scanning behavior must follow Change Management procedures.
- Requires accurate inventory data from Configuration Management to maintain full endpoint coverage.

4.4. Maintenance- & Operational Services

4.4.1. Preventative Maintenance

Service Description: Preventative Maintenance consists of scheduled activities performed by Prime Vision to ensure that hardware, infrastructure components, and on-site equipment remain in optimal working condition.

The goal is to prevent failures before they occur by identifying early signs of wear, environmental risks, component degradation, or configuration drift.

Preventative Maintenance is typically performed during scheduled site visits at agreed intervals.

This service reduces the likelihood of unexpected downtime, extends the lifespan of installed equipment, and ensures that Prime Vision systems continue to operate reliably in demanding production environments.

Benefits:

- Reduces the risk of sudden failures or downtime through early issue detection.
- Improves stability and lifespan of hardware and mechanical components.
- Ensures environmental conditions support optimal equipment performance.
- Allows planned maintenance instead of reactive emergency interventions.
- Supports continuous improvement efforts by documenting recurring patterns or risk factors.

Cost Drivers:

- Number of sites and physical components included in the maintenance scope.
- Frequency of visits and required travel time.
- Complexity of hardware installed.
- Additional on-site activities such as alignment, calibration, or firmware updates.

Dependencies/Requirements:

- Customer must provide safe access to equipment, production areas, and technical rooms.
- Maintenance windows must be agreed to avoid production disruption.
- Findings from preventative maintenance may require further action via Corrective Maintenance or Change Management.
- Prime Vision relies on up-to-date configuration and asset information from Configuration Management.
- Spare parts availability and stock management may influence the scope or outcome of the visit.

4.4.2. Corrective Maintenance

Service Description: Corrective Maintenance consists of all activities required to diagnose and resolve hardware or infrastructure failures that affect system functionality, stability, or performance.

These activities are initiated when an incident indicates that a physical component or field device is malfunctioning and requires repair, replacement, or on-site intervention. Prime Vision coordinates with the customer to dispatch field engineers, provide replacement parts, and restore system operation as quickly as possible.

Corrective Maintenance is typically triggered via Incident Management, which identifies that a hardware-level intervention is required.

Benefits:

- Restores system operation quickly in case of hardware or peripheral failures.
- Minimizes production downtime through on-site repairs.
- Improves long-term system stability by resolving root causes of physical failures.
- Ensures repairs are performed by trained engineers.
- Provides clear documentation of repair activities and recommendations for preventing recurrence.

Cost Drivers:

- Number of on-site repairs and required dispatches.
- Travel distance and time for field engineers.
- Type and cost of replacement components required.
- Time required for diagnosis and resolution.
- Complexity of installed hardware.
- Contractual response times.

Dependencies/Requirements:

- Corrective actions are initiated through Incident Management after classification of the issue as hardware related.
- Customer must provide access to the site, equipment, and relevant contacts.
- Spare parts must be available either on-site or from Prime Vision's stock locations.
- Any structural improvements identified may require follow-up via Change Management or Preventative Maintenance.

4.4.3. Spare Parts & Logistics Handling

Service Description: Spare Parts & Logistics Handling ensures that critical hardware components required to support Prime Vision solutions are available, managed, and delivered in a controlled way to minimize downtime in case of failures.

Prime Vision defines, maintains, and manages a spare parts strategy covering:

- Central spare stock at Prime Vision locations
- Optional customer on-site spare kits for fast replacement
- Replenishment of used or expired parts
- Logistics coordination for shipping and returns
- Tracking of serial numbers, warranty status, and component versions

Based on the installed base and agreed service levels, Prime Vision works with the customer to determine which parts are mission-critical and where they should be stored. When Corrective Maintenance is required, spare parts and logistics are coordinated so field engineers or customer staff can replace components with minimal delay.

★ Benefits:

- Reduces repair and downtime by ensuring critical components are readily available.
- Provides a structured and transparent approach to spare stock and replenishment.
- Improves predictability of on-site interventions.
- Supports lifecycle planning by linking spare stock to hardware age and warranty status.
- Enables efficient logistics handling for shipping and returns.

💰 Cost Drivers:

- Type and quantity of spare parts to be held in stock.
- Location of stock (central warehouse vs. on-site stock at customer facilities).
- Logistics effort (shipping frequency, destinations, and urgency).
- Warranty terms and vendor RMA processes.
- Stock rotation and obsolescence management.

☑ Dependencies/Requirements:

- Spare strategy is based on accurate installed base data from Configuration Management.
- Consumption of spare parts during Corrective Maintenance must be recorded to support replenishment.
- Customer must provide appropriate secure storage conditions for on-site spare stock.
- Responsibilities for shipping costs, customs, and return logistics must be defined in the SLA.
- Lifecycle Management input is used to update spare strategies when platforms or components are refreshed or phased out.

4.4.4. Training & Knowledge Transfer

Service Description: Training & Knowledge Transfer ensures that customer staff have the knowledge and skills needed to operate, monitor, and support Prime Vision solutions effectively in daily production.

Prime Vision provides structured training sessions tailored to different target groups, such as operators, shift managers, technical staff or maintenance teams.

Training can be delivered on-site or online, and typically includes:

- Overview of the Prime Vision system and key components.
- Use of dashboards and process monitors for first-line analysis.
- Standard operational procedures (startup, shutdown, shift handover).
- How to respond to common alarms, warnings, and incidents.
- Escalation routes and what information to capture for the Service Desk.
- Best practices, tips & tricks from field experience.

The goal is to enable customer teams to resolve basic issues themselves where possible and to provide high-quality information to Prime Vision when support is needed, improving resolution times and system uptime.

Benefits:

- Increased self-reliance of operators and local support teams.
- Faster incident resolution due to better first-line analysis and communication.
- Reduced operational errors and misconfigurations.
- Improved use of available tools (process monitors, dashboards, alarms).

Cost Drivers:

- Number of training sessions and participants.
- Delivery format (on-site vs. remote).
- Creation or adaptation of training materials and documentation.

Dependencies/Requirements:

- Customer must provide suitable training facilities (room, projector/screen, access to system or training environment) for on-site sessions.
- Training content and target audiences should be agreed in advance (roles, topics, duration).
- Follow-up sessions or refreshers may be required after major system changes or releases.
- Training supports, but does not replace, formal Service Desk and Incident Management processes.

4.4.5. 3rd-Party & Vendor Management

Service Description: 3rd-Party Vendor Management ensures that issues and activities involving external vendors or partners connected to the Prime Vision solution are coordinated and managed efficiently by Prime Vision. Modern logistics and automation environments often consist of a chain of integrated systems. When an incident occurs, it is not always clear which party is responsible. Prime Vision can act as the first point of contact and coordination layer for these external parties within the agreed scope.

Activities typically include:

- Identifying whether an issue is related to Prime Vision or to a 3rd-party component.
- Engaging and coordinating with relevant vendors once a 3rd-party involvement is suspected.
- Providing technical information and logs to 3rd parties to support diagnosis.
- Tracking progress and aligning troubleshooting steps across parties.
- Communicating consolidated status updates to the customer.
- Ensuring that agreed responsibilities and escalation paths are followed.

The goal is to reduce the burden on the customer to be the dispatcher between suppliers and to ensure faster, more coherent resolution of cross-domain issues.

★ **Benefits:**

- Single coordination point for issues involving multiple vendors.
- Reduced effort for customers in managing and escalating multi-party incidents.
- Faster resolution through structured collaboration and technical handover.
- Clear ownership and tracking of actions across all involved parties.
- Improved visibility into recurring cross-system issues and dependencies.

💰 **Cost Drivers:**

- Number of 3rd-party vendors and interfaces within the supported solution chain.
- Frequency and complexity of multi-vendor incidents or requests.
- Required coordination effort (calls, meetings, joint troubleshooting sessions).
- Level of technical integration with 3rd-party systems.
- Customer-specific reporting or governance requirements around vendor performance.

☑ **Dependencies/Requirements:**

- Customer or Prime Vision must have valid support or maintenance agreements in place with relevant 3rd-party vendors.
- Responsibilities and contact paths for each vendor must be agreed and documented.
- Prime Vision requires appropriate authorization to contact and coordinate with 3rd parties on the customer's behalf.
- Incidents are still registered and managed via Prime Vision Service Desk and Incident Management.
- Outcome of 3rd-party activities may require follow-up via Change Management, Corrective Maintenance, or other services.

4.4.6. Additional Health Checks

Service Description: Additional Health Checks are optional, in-depth assessments of the Prime Vision solution that complement the standard monitoring and preventative maintenance activities. They provide a structured “checkup” of the overall system health at specific moments in time, for example ahead of peak seasons, after major changes in the environment, or at agreed intervals as part of a continuous improvement plan.

During such a health check, Prime Vision performs a focused review of the relevant application and infrastructure components within scope. This typically includes an analysis of recent incidents and alerts, evaluation of system and performance behaviour, verification of important configuration settings, and a high-level review of hardware condition. Where applicable, operational procedures and monitoring thresholds are also reviewed to see whether they still match the actual use of the system.

Benefits:

- Provides a clear, point-in-time picture of the overall system health.
- Helps to identify issues that may not yet trigger incidents but pose future risk.
- Supports preparation for peak periods or important operational changes.
- Strengthens continuous improvement efforts and strategic service reviews.

Cost Drivers:

- Scope and depth of the health check.
- Number of systems, environments, and sites included.
- Analysis effort required (log review, performance analysis, configuration review).
- Requested frequency (ad hoc, yearly, or multiple times per year, regular interval).

Dependencies/Requirements:

- Findings may result in follow-up work via Change Management, Corrective Maintenance, or Capacity & Performance Management.
- Customer participation is recommended for reviewing findings and agreeing improvement actions.
- Health check scope and focus areas must be agreed in advance.
- Additional Health Checks are complementary to — and do not replace — standard monitoring and preventative maintenance services.

SERVICE CATALOG

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