



d.velop

d.velop services

managed services

You look after your business, d.velop looks
after your ECM solution.

Maintenance. Consulting. Success.

Your ECM system from d.velop runs perfectly. You detect minor problems in advance. You have a dedicated team that looks after the operation of the ECM system. You don't? Then you are one of the many. Skills shortages and ever broader projects within IT often make it impossible to provide a standalone team for the operation of an ECM system.



Managed services from d.velop let you concentrate on what is really important: your business.

A whole team of d.velop ECM experts can be by your side, along with your very own contact person. The expert team ensures that your system is available and operational so that the d.velop software can be used efficiently and reliably in your company.

The range of services within d.velop managed services encompasses three subareas that together form a well-rounded service package:

- › Service Design
- › Service Transition
- › Service Operation

These services are rendered on the basis of a maintenance contract or service level agreements (SLA) that you conclude with us. Now you are probably asking yourself: What exactly do our services entail?

d.velop managed services at a glance

-  Eliminate costly routine tasks in the operation of your software
-  New updates, new patches, new products - apply them immediately
-  Concentrate on your business and new developments. The operation of your ECM software is our business
-  A trained expert team dedicated to you and your company
-  Automated and preemptive monitoring and maintenance
-  Rapid and expert response when errors occur

LB≡BW Asset Management



PARADOR

nobilia®

Marc O’Polo



EVANGELISCH-LUTHERISCHE
LANDESKIRCHE HANNOVERS

Service Design

You and your company are the focus of the Service Design phase: do you have the conditions required to operate an ECM solution in the optimal way?

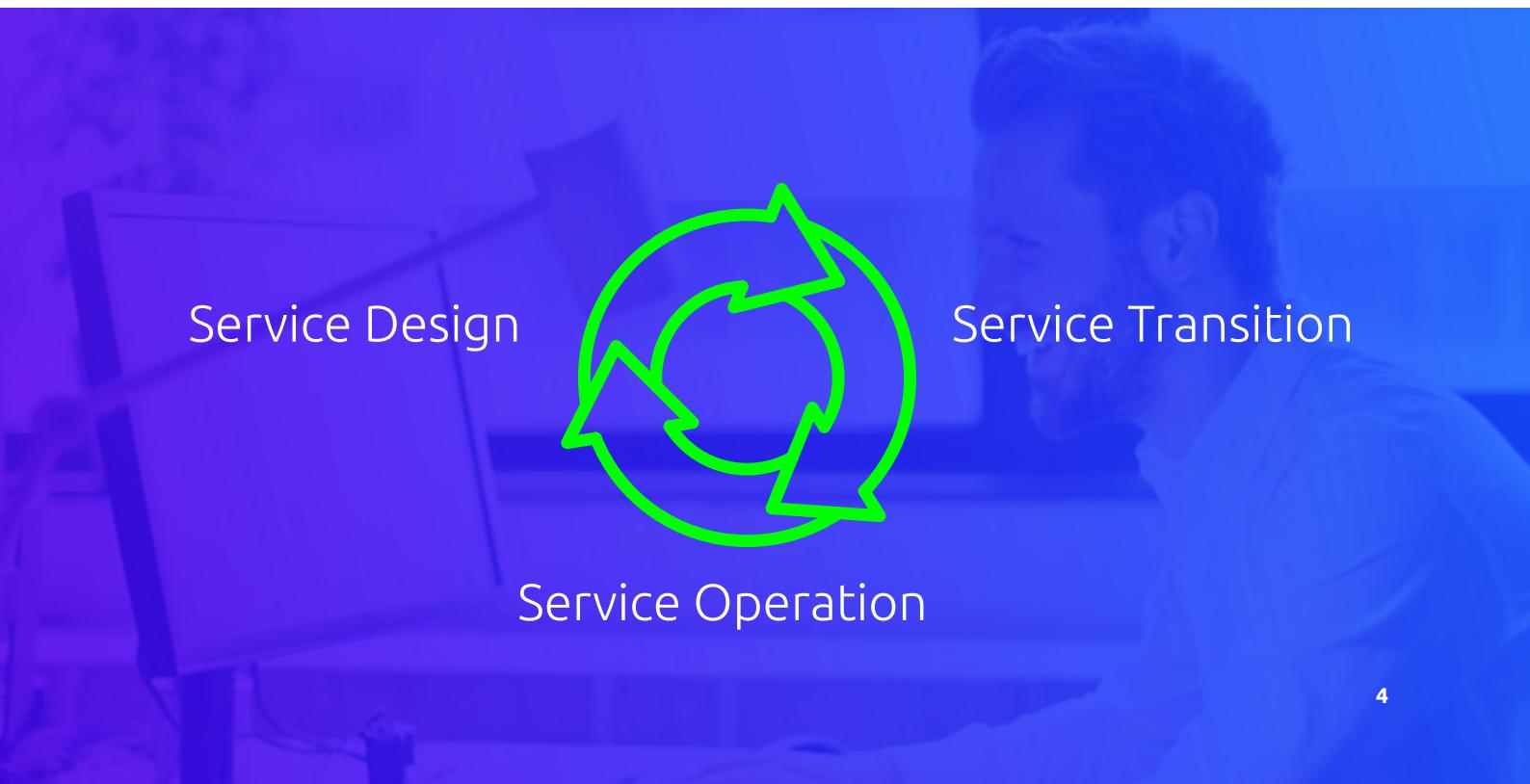
We perform a quick system check to determine which products are installed and which processes you use in your company.

We then discuss the criticality and complexity of individual company processes with you. Based on this analysis, the d.velop experts can advise you on your IT infrastructure and the right Managed Service package to ensure the optimal operation of your ECM solution, up to a high availability of 99%.

Service Transition

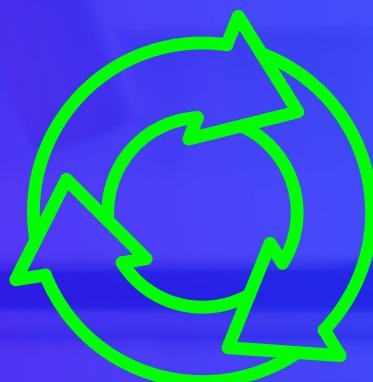
The Service Transition phase follows the Service Design phase. A select team of ECM experts tests and optimizes your ECM solution and sets your system in good health. Errors are corrected and the monitoring of your ECM solution is completed, creating the optimal conditions for smooth operation within your company.

Furthermore, the ECM expert team compiles an operating support manual containing key information about operating your ECM solution.



Service Design

Service Transition



Service Operation

Service Operation

Service Operation is a support service for your ECM solution based on a corresponding service agreement. d.velop managed services lets you expand the Standard Support production to include additional service packages.

The range of services varies within the packages. Different options for additional services can be added to each package.

Standard Support

Standard Support is usually agreed immediately upon purchase of d.velop software. A support team is available to you on business days during regular d.velop AG business hours. You can also add extended service hours and emergency access as additional options in this service package.

Advanced Support

Advanced Support builds on the Standard Support service, but includes faster response times in the event of disruptions and fewer obligations on your end during ticket processing. You also get access to a personal contact person in the Support department who has in-depth knowledge of your ECM solution and your processes. During ticket processing, you no longer need to supply technical information such as log files, versions and configuration files. This information is obtained by d.velop directly. As part of housekeeping, log files are analyzed, processing jobs and directories are cleaned up and the stability and performance of your ECM solution improves as a result.

Of course, any recommended actions or tasks that require assistance from your company

are forwarded to you. If it is discovered that a disruption can be traced back to an error in the d.velop software, d.velop installs the hotfixes required to correct the disruption after consulting with you as part of Hotfix Management.

Alongside the optional services mentioned above, you can also add patch management with Advanced Support. With patch management, d.velop updates your ECM solution with major and minor updates so that you no longer have to expend considerable time and money installing updates and you are always using the latest versions.

Premium Support

As the name suggests, the Premium Support package is an all-around service for your ECM system. In addition to the services mentioned above, the response times in the event of faults are also further reduced. Furthermore, your dedicated Support team monitors events that occur within the agreed service hours. Thanks to monthly reports and service consultations, you have constant oversight over your ECM system.

To prevent critical disruptions to your ECM system, the support team can also monitor it outside the agreed service hours with 24x7 event management. With Premium Support, you get the option of ensuring 99% availability for your ECM system.



	Standard Support	Advanced Support	Premium Support
Extended Service hours	○	○	○
Reduced reaction time	Priority 1: 4 hours Priority 2: 8 hours Priority 3: 24 hours Priority 4: 48 hours	Priority 1: 2 hours Priority 2: 4 hours Priority 3: 12 hours Priority 4: 36 hours	Priority 1: 1 hour Priority 2: 2 hours Priority 3: 8 hours Priority 4: 24 hours
Emergency service	○	○	○
Contact person		✓	✓
Reduced duties to cooperate		✓	✓
Housekeeping		✓	✓
Event management during service hours			✓
Hotfix management		✓	✓
Patch management		○	○
Monthly reporting			✓
event management outside service hours			○
System availability 99%			○



About d.velop AG

d.velop AG, founded in 1992 and based in Gescher, Germany, develops and markets software for the complete digitization of business processes and industry-specific procedures and provides companies with consulting on every aspect of digitization. By adding mobile apps as well as standardized and custom SaaS solutions to its established ECM portfolio of services relating to document management, archiving and workflows, the software manufacturer has also expanded to offer managed services. These services include sophisticated compliance management to provide legal certainty and ensure compliance with all statutory regulations.

d.velop provides digital services that connect people with one another and simplify and redefine workflows and cases. As a result, the ECM specialist helps companies and organizations to fulfill their full potential.

A strong global network of around 250 specialized partners ensures that d.velop Enterprise Content Services are available worldwide.

d.velop products—whether on premises, in the cloud or in a hybrid form—are now used by more than 8,300 customers across multiple industries with over 1.9 million users; these customers include Tupperware Germany, eismann Tiefkühl-Heimservice GmbH, Parker Hannifin GmbH, Nobilia, Schmitz Cargobull, FingerHaus GmbH, the city of Wuppertal, Basler Versicherungen, DZ Bank AG, Saarland University Medical Center and Greifswald University Hospital.

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The actual implementation of the solution is company specific and can differ from the described functions.