

Looking For Help And Advice?



HiCo.com

ICS

LIVING INFORMATION SOLUTIONS

CUSTOMER & PRODUCT SUPPORT SERVICES (CPSS)

Get Assistance From Our Experts!



HICO CUSTOMER & PRODUCT SUPPORT SERVICES (CPSS)

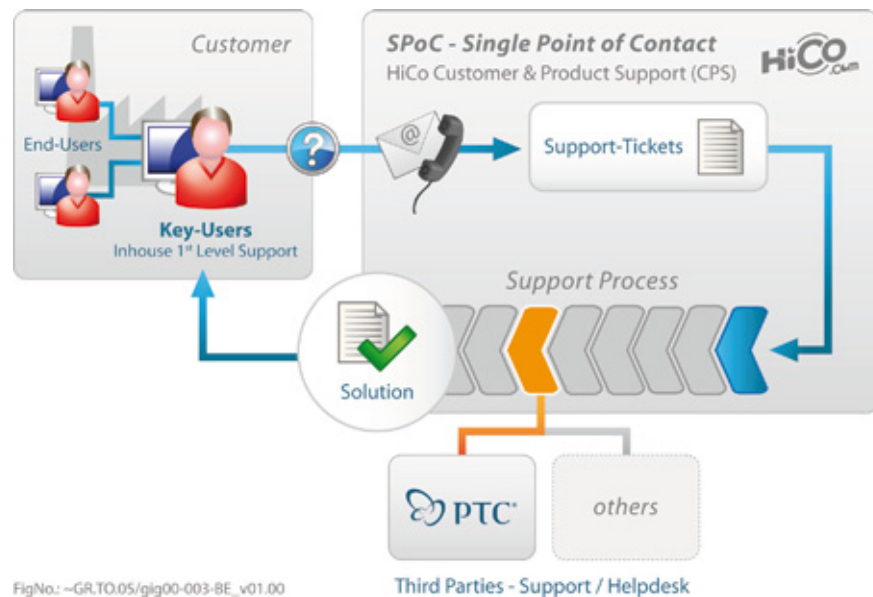
The **HiCo-ICS Customer & Product Support (CPS)** is responsible for all customer activities concerning the commissioning and the running operation of software solutions by HiCo-ICS. Those activities include besides the offer for maintenance of software, also an extensive portfolio of support services and training measures (for further information see folder of the "Training Academy Pannonia" or please visit <http://training.HiCo.com>). The solution portfolio comprises services for own products and for partner products, technologies from market leaders as well as complex customer solutions.

The department Customer & Product Support at HiCo-ICS ensures full support, availability of highly qualified contact persons and fast as well as high-quality processing of the received requests and problems, with the goal of sustainable customer satisfaction.

The completion of demands to the Customer & Product Support is realized through a cross-divisional process with central control, which actively combines all involved organizational units at HiCo, especially product specialists and developers.

Additionally, customers benefit from the established **Single Point of Contact (SPoC)**. Because of the ensured communication between the qualified and certified HiCo employees, defined Key-Users from our customers and the involvement of external support organizations, maximum support for the software products in operation is guaranteed. The involved product manufacturers and partners of HiCo-ICS include for example PTC – Parametric Technology Corporation (see graphic).

HiCo department Customer & Product Support offers various support services and training measures for own products as well as for third party products with the goal of sustainable customer satisfaction.



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Adjoining you will find a detailed overview of all Support Packages offered by HiCo-ICS. If you have any further questions or if you would like to receive a specific support offer from HiCo-ICS, please do not hesitate to contact us!

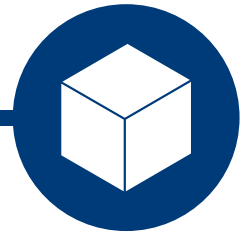
The support service packages by HiCo-ICS Customer & Product Support are individually tailored to the needs of our customers and offer extensive support services in different levels, based on the **Standard Support Package**.



Our support employees are available from
Monday to Thursday from 07.45 a.m. to 06.15 p.m. and at **Friday from 07.45 a.m. to 03.30 p.m.**
via email at support@HiCo.com
or at our **hotline number 00800 704 61-450** (in Europe free of charge).

SUPPORT SERVICE PACKAGES BY HICO CUSTOMER & PRODUCT SUPPORT (CPS):

Standard Support Package



The following services are included in the **Standard Support Package**:

- Use of **HiCo InService-Support-System** (HiCo-ISS)
 - Request acceptance by **HiCo-HelpDesk, telephone hotline** and **defined e-mail address**
- For the software, according to software maintenance certificate, the following services are provided:
 - **1st-level support of HiCo own products and third party products**
First point of contact for defined key users of the customer through product and technology specialists. Single Point of Contact (SPOC) for defined brands, products, solutions and technologies. Final classification, categorization, qualification and specification (completion of) of the information to a support request, with appropriate documentation in the ticket system.
 - **2nd-level support of HiCo own products through the Product and Technology Expert / System Engineer**
Documentation of troubleshooting and problem-solving in the ticket system, which could not be resolved by 1st-level support. Acceptance of more complex or specialized requests.
 - **3rd-level support to HiCo own products by Application Engineer**
Documentation of troubleshooting and problem-solving in the ticket system, which could not be resolved by 1st-level support & 2nd-level support.

The following support services and fees are included in the **Standard Support Package**:

- Project Management: management, planning, reporting (by arrangement)
- Standard maintenance and support services, supervision and monitoring, data backup of HiCo-ISS
- ASP fee for HiCo-ISS: Basic system (ticket system; troubleshooting)
- ASP fee for HiCo-ISS: DOMS (web-based document management)

Extended Support Package



This package is an extension of the Standard Support Package with following services:

- **Support-Management**
 - Project management, reporting, process review
- **Dedicated Support Engineer**
 - Records of the existing IT infrastructure and the current configurations at the assigned customer (incl. preparation of operation manual)
 - Costs will be charged monthly, in arrears and by actual effort

Customer-specific Application Support



In this package, the planned person-hours (PH) are associated with a planned budget. The number of PH is defined together with the customer, based on experience figures. Billing is monthly in arrears by actual effort. The installation of the HiCo-ISS (In-Service Support System), ongoing changes to HiCo-ISS and related briefings of key users of the customer are charged by solution support (up to 8 PH / year).

- **In-House Tasks** (Engineering-/Consulting-/Support-Services)
- **Customer-Site Activities** (Engineering-/Consulting-/Support-Services)

Application Hosting & Managed IT-Services HiCo-Solution



Application hosting includes

- **Providing the necessary server-side IT infrastructure**

This IT infrastructure particularly includes the hardware for servers, data backup and uninterruptible power supply (UPS) and the software for the RDBMS (MS SQL Server) and the virtualization software (Citrix).

Managed IT Services includes

- **Operational monitoring**

The continuous operational monitoring of all services and IT systems ensures reliable and trouble-free IT operations. Unless otherwise agreed, the operational monitoring is performed for the defined standard support hours.

- **Services by IT Systems Engineer**

This particularly includes the administration of IT infrastructure, data protection, the import of upgrades / updates and patches.

Our support engineers also have the option of remote control (remote maintenance) and thus access to the IT infrastructure that is used in application hosting.

IT-System Management



The optimal use of software solutions presupposes an appropriately high-performance IT infrastructure. This infrastructure should be designed to ensure adequate security for the future, by rational use of existing resources. As an established system integrator, we provide a detailed analysis of hardware requirements and thereby the proper support for your IT system management (in-house and customer site).

Prerequisites

The valid HiCo Software Maintenance Agreement is a prerequisite and basis for the „Customer & Product Support Services (CPSS)“ of HiCo-ICS. The support services relate to software products, which are under maintenance, of this software maintenance agreement. For use of the HiCo-ICS CPSS, at least the package „Standard Support Package“ has to be ordered. Each additional ordered support package can only be purchased in combination with the „Standard Support Package“. Other commercial basic principles can be obtained from the respective support certificate or the Service Level Agreement (SLA).

ABOUT US

HiCo-ICS, established 1997, is a leading worldwide provider of enterprise IT-solutions for the industry as well as for the civil and military environment of aviation and ship building. We provide services and IT-solutions for securing the central storage of technical-logistic information and product data as well as its use-oriented preparation for the usage in different media and formats. We focus especially on the standards for technical communication **ASD/AIA S1000D[®]**, **S2000M** and **ATA iSpec 2200**, with the objective of integrated logistics solutions.

HiCo-ICS is an authorized **technology and training partner** of **PTC** (www.ptc.com).



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