

Global End-to-End- Support

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ERP and CRM platforms are the digital backbone of every company. Thus, failures lasting just a few hours can already have a significant impact on the overall operation of a company.

Limit expensive downtimes and use your resources for higher-level tasks.



A managed service is more than just basic support - which is also known as break-fix support and which is limited to fixing a problem that has already occurred.

Our managed services anticipate potential failures and take proactive measures in order to prevent them.

Individual and scalable: tailor your service-level agreements to your specific requirements.

Requirements and Services

Which Requirements and Services do you need ?

| | | |
|--|--|--|
|  Support Time e.g.: MO-FR, 8:00-17:00 |  System Landscape e.g.: Dynamics, Power BI, Printer |  SLAs A / B / C |
|  Geography e.g.: UK, DE, ES |  Skills e.g.: Know How in Dynamics |  Ticket System e.g.: Own System, COSMO |
|  Language e.g.: EN, DE |  Services e.g.: Tasks, Portal, Reports, ... |  Escalation Model Instances and roles |



The three support models "Digital, Basic and Premium" fulfill almost all customer requirements. The models guarantee a structured approach to handling your incidents and ensure that the service-level agreements are defined and adhered to. All processes are standardized and ITIL-compliant. Depending on the model, you're able to use services tailored to your needs.

| Service level agreements | DIGITAL | BASIC | PREMIUM |
|--|---------|-------|---------|
| 24*7 customer portal | ⊕ | ⊕ | ⊕ |
| Remote support and maintenance | ⊕ | ⊕ | ⊕ |
| COSMA BOT and access to Knowledge Base | ⊕ | ⊕ | ⊕ |
| Access to digital consultant | ⊕ | ⊕ | ⊕ |
| SLA Support times | ⊖ | ⊕ | ⊕ |
| SLA Reaction times | ⊖ | ⊕ | ⊕ |
| Active SLA Reporting via customer portal | ⊖ | ⊕ | ⊕ |
| Number of KeyUsers in portal | ⊖ | ⊕ | ⊕ |
| Service delivery manager | ⊖ | ⊕ | ⊕ |
| Support tickets / Incidents | ⊕ | ⊕ | ⊕ |
| Yearly strategie meeting | ⊕ | ⊕ | ⊕ |
| Digital maturity workshop | ⊕ | ⊕ | ⊕ |

„Single Point of Contact“

Our centralized global end-to-end support also ensures that only one contact person is as-signed to you, regardless of the product used. In addition, we cover the whole range of Mi-crosoft products and all of their VAR solutions as well as inter-faces. Upon request, we can also cover third-party products.

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In case the standard models “Digital, Basic and Premium” are not enough for you, you still have the option of choosing additional service-level agreements. Whether it be faster reaction times, better first-level support or extended service times: All of these services can be added individually, just like with an equipment list.

Select your required services and leave periodic tasks to the specialists. Your employees will only deal with the results. High hourly rates for out-of-hours service can be avoided.

| Additional service level agreements | DIGITAL | BASIC | PREMIUM |
|-------------------------------------|---------|-------|---------|
| SaaS Update Service | + | + | + |
| Automated testing | + | + | + |
| Cosmo College | + | + | + |
| Digital Consulting packages | + | + | + |
| 24*5 extended support time | - | + | + |
| 24*7 extended support time | - | + | + |
| 1st Level Support | - | + | + |
| Proactive batch job monitoring | - | + | + |
| Proactive performance monitoring | - | + | + |
| Proactive database monitoring | - | + | + |
| End of period activities | - | + | + |
| And many more... | | + | + |

All of these services are available to you via a single point of contact and a single point of service.



Benefit from our years of experience and get in touch with us today for a non-binding consultation. We look forward to hearing from you.

Austria • Chile • China • Columbia • Ecuador • France • Germany • Hungary
Mexico • Panama • Peru • Romania • Spain • Sweden • Switzerland

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