



SUPPORT	ESSENTIAL	BASIC	PREMIUM
Single Point of Contact	√	√	√
Service Level Agreement (SLA)	√	√	√
1 st Level Support	T&M	√	√
2 nd Level Support	T&M	√	√
3 rd Level Manufacturers Support	T&M	√	√
Incident Management (INC)	T&M	√	√
Service Request Management (SR)	T&M	T&M	√
Change Request Management (CR)	T&M	T&M	T&M
Faster Reaction Times	-	-	√

MAINTENANCE	ESSENTIAL	BASIC	PREMIUM
IT-monitoring	√	√	√
Maintenance Tasks	-	√	√
Log Analysis	T&M	√	√
Problem Management	T&M	√	√
Healthchecks	T&M	1x / year	√
Backup- & Recovery Management	-	√	√
Manual Recovery Tests	-	T&M	1x / year
Customer Read-Only Access to IT Monitoring	-	-	√

OPTIMIZATION	ESSENTIAL	BASIC	PREMIUM
Enhancements	T&M	√	√
Infrastructure Optimization Analysis	T&M	T&M	1x / year*
Release- & Patchmanagement	T&M	1x / year / stage	2x / year / stage
Capacity Management	T&M	1x / year	√
Service Automatization	T&M	T&M	T&M
IT Documentation Provided to Customer	-	-	√

SERVICE MANAGEMENT	ESSENTIAL	BASIC	PREMIUM
Continuous Service Quality Assurance	√	√	√
Service Quality Reviews	4x / year	12x / year	24x / year
Dedicated Customer Service Manager	-	√	√
Managed Escalation Service	-	-	√

REPORTING	ESSENTIAL	BASIC	PREMIUM
IT-Services Availability Reporting	-	4x / year	12x / year
Executive Reporting	√	√	√

These tiers represent our recommended standard offering and can be tailored to your use case.

√ = included in service fee

- = not included

T&M = time & material

X / period / unit = included in service fee X times per period per unit

CI = configuration item

*Analysis & summary included, change requests per time & material



REQUIREMENTS	ESSENTIAL	BASIC	PREMIUM
Customer Service Manager (approvals/decisions)	√	√	√
Remote Monitoring & Management (RMM) Satellite installation in customer network	√	√	√
Initial Service Transition Project	-	√	√
Technical Documentation available	-	√	√

PRICING MODEL	ESSENTIAL	BASIC	PREMIUM
Initial Transition Project	-	T&M or fixed-price	T&M or fixed-price
Creation of initial documentation (if not available)	-	T&M or fixed-price	T&M or fixed-price
SLA-based Service Fee	On Request	On Request	On Request
+ Unit Price per Server Technology	On Request	On Request	On Request
+ Unit Price per Configuration Item	On Request	On Request	On Request
= Monthly Base Fee (excl. T&M)	On Request	On Request	On Request

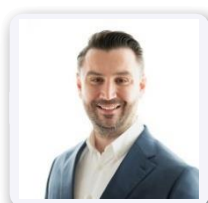
SPECIAL OFFERINGS	
CCH Tagetik professional Support	CCH Tagetik Support for your End-Users
Microsoft Azure Cloud Hosting & Microsoft Licenses	Hosting, Maintenance and Support – Everything in one Contract
Managed Power BI Reports	We take care of your PowerBI Reports
Managed Copilot AI Agents 🤖	We take care of your AI Agents



SUPPORTED PRODUCTS & TECHNOLOGYS



Weitere Produkte & Technologien auf Anfrage!



Sprechen Sie mich an.

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