



# UNISERV

## HEALTH CHECK PACKAGE

With our support you can be certain that your systems provide the maximum performance and that you can optimally exploit the potential of your Uniserv solutions.



**FIXED  
PRICE**

HEALTH CHECK PACKAGE

## UNISERV SUPPORT

### OUR SERVICE INCLUDES

- ▶ Weekly review of your Uniserv software environment
- ▶ Validation of logfiles, processes, functions and data consistency
- ▶ Correction of errors and inconsistencies
- ▶ Documentation of performed activities

## YOUR BENEFIT

1. Knowledge of Uniserv software maintenance is no longer necessary
2. Reliable functioning of the Uniserv software ensures quality-guaranteed customer master data
3. Performance of maintenance tasks surrounding the Uniserv software
4. Competent contact person and rapid implementation of service tasks

Correct functioning of our Uniserv software applications is enormously important to ensure that you can rely upon high quality customer master data. That fact that customer master data is a company asset is no longer new, therefore extensive damage can result when a part of the available applications does not function as desired, or when significant downtimes arise due to complex maintenance work.

With this Health Check Uniserv offers a good solution for efficiently supporting time-consuming maintenance work and to relieve the burden on internal specialists.

We are committed to providing the highest quality of maintenance and technical support. Therefore, you can outsource all maintenance work surrounding the Uniserv software and concentrate solely on the core tasks of your company. All maintenance work is performed remotely, thus enabling efficient planning and implementation.

## OUR SERVICES

### WEEKLY CHECK

We certainly agree on the point: No problems are the best problems. This is why we examine your software environment every week to identify errors and inconsistencies even before major complications occur. If desired, another rhythm is also possible..

### PROCESS VALIDATION

When it comes to customer data, any problem can become a potential threat to your business success. Therefore our support team checks log files, processes, functions and data consistency in your environment and makes optimization potential visible.

### TROUBLE-SHOOTING

Possible mistakes and inconsistencies are fixed and corrected immediately after the recognition by our experts.

## PRICING



The price is determined individually based on your products and the number of environments.



Through the fixed price (prepaid), which is billed annually, you have predictable costs.



The health check package can also be easily combined with our update package.

## CONDITIONS



### REMOTE MAINTENANCE

All maintenance tasks are performed remotely (using remote access), therefore Uniserv employees require the necessary access and admin rights.



### CONTACT INFORMATION

To provide you with optimal support, we need a responsible contact person with whom we can coordinate any necessary measures.



### PARTNERSHIP

We are dedicated to reacting flexibly and fast to your questions, even at short notice. Therefore, your close cooperation is required beforehand.



### PERFORMANCE RECORD

We create security and document all services provided.

### UNISERV GmbH

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