UNISERV
UPDATE PACKAGE

FIXED PRICE

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.

HEALTH CHECK PACKAGE
UNISERV SUPPORT

OUR SERVICE INCLUDES

- Regular installation of the latest reference data (according to your maintenance contract)
- Installation of recommended patches
- Release-Upgrades (except Major-Releases)

YOUR BENEFIT

1. Knowledge of Uniserv software maintenance is no longer necessary

2. Maintenance tasks, such as updating reference tables, installation of patches or upgrades of larger releases are outsourced, thus relieving the workload on your IT resources

3. Reliable functioning of the Uniserv software ensures quality-guaranteed customer master data

4. Performance of maintenance tasks surrounding the Uniserv software

5. 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 update package 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.

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OUR SERVICES

UPDATE REFERENCE TABLES

Current reference data are obligatory for high-quality results of the postal validation. Uniserv regularly installs the latest reference data (according to your maintenance contract).

APPLYING PATCHES

The Uniserv software is continually developed and improved. The application of recommended patches fixes errors and ensures the availability of high quality data.

UPGRADE RELEASES

Upgrade releases are available several times a year. We will install these upgrade releases (except major-releases) in coordination with you. So you will always benefit immediately from the latest features and improvements.

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

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