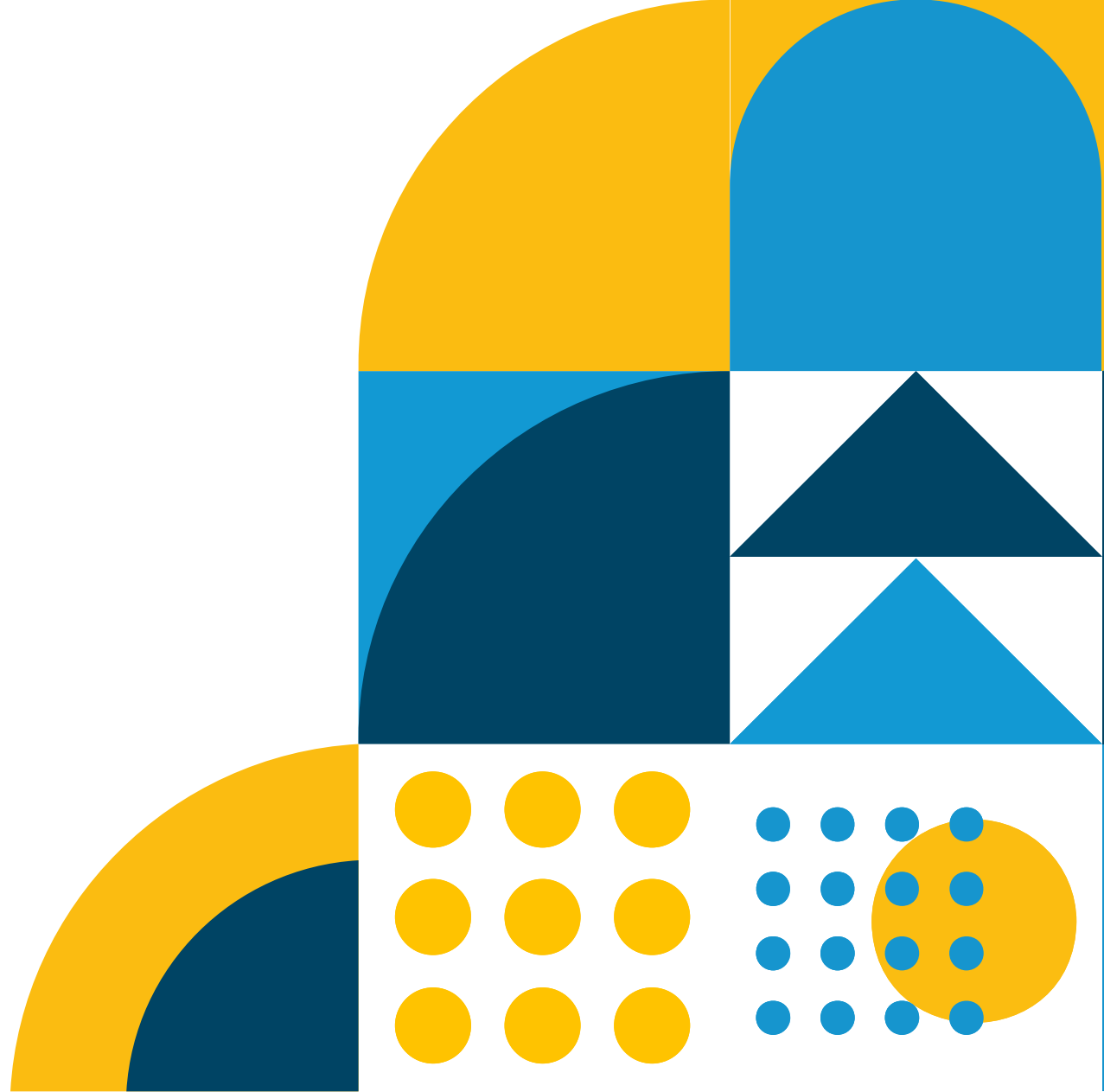




MANAGED SERVICES

2024—2025



MANAGED SERVICES > PRODUCT SUPPORT

Service dedicated to optimizing the Irion EDM® user experience by providing a specialized help desk, timely and structured incident management, and the availability of corrective updates, thus ensuring customer satisfaction and the full value of the product over time.

SOLUTION APPLICATION MANAGEMENT	HELP DESK
	SOLUTION SUPPORT
	SOLUTION MONITORING & MANAGEMENT
	PRODUCT MONITORING & MANAGEMENT
	CLOUD MONITORING & MANAGEMENT

Help Desk & Support	BRONZE	SILVER	GOLD
Access to Forum & User Community	✓	✓	✓
Access to Support site and knowledge base	✓	✓	✓
Contacts enabled to open incident/case	2	5	10
Cumulative Annual Support Cases (2 hours)	10	20	35
Service Hours	Standard	Standard	Extended
Incident/case opening via Web Support Area	✓	✓	✓
Incident/case opening via Email		✓	✓
Incident/case opening via telephone			✓
Reference Support Representative, with phone number			✓
Incident Management	BRONZE	SILVER	GOLD
Included incidents	Unlimited	Unlimited	Unlimited
Incident intake: working hours	8h	4h	2h
Incident opening in "Emergency" severity		✓	✓
Dedicated task force for incident management in Emergency		✓	✓
Remote access to Customer's environment for Problem Determination		✓	✓
SLA for incident resolution in Emergency via Cumulative Update or workaround: working hours (after takeover)		Best effort	12h
"High Priority" windows of 5 days each cumulative			4
Continuous feedback on "Emergency" incidents			✓
Software Update & Maintenance	BRONZE	SILVER	GOLD
Access to Download Area for Cumulative Updates	✓	✓	✓
Extended Support for INV Releases			✓
Cumulative Update installation system tasks for Emergency incidents			✓

MANAGED SERVICES › HELP DESK

The Help Desk service allows users to request operational support or report a problem or suspected anomaly via a Ticket.

Three levels of service are available in the catalog:

HELP DESK

BRONZE

- ✓ Support engagement via email
- ✓ Ticket management during standard hours
- ✓ Bronze Response Time (SLA)

SILVER

All services included in **BRONZE**, plus:

- ✓ Extended Ticket Management Hours
- ✓ Telephone Support
- ✓ Silver response time (SLA)
- ✓ Monthly reporting

GOLD

All services included in **BRONZE** and **SILVER**, plus:

- ✓ Managed Services Team Contact Person
- ✓ Monthly alignment meeting
- ✓ Use of Customer ticketing system
- ✓ Ticket priority (Emergency and High criticalities)

PRODUCT
SUPPORT

HELP DESK

SOLUTION
SUPPORT

SOLUTION
MONITORING
& MANAGEMENT

PRODUCT
MONITORING
& MANAGEMENT

CLOUD
MONITORING
& MANAGEMENT

MANAGED SERVICES › SOLUTION SUPPORT

Services designed to support users in their daily activities, ensuring effective and timely operational support, as well as providing specialized assistance for troubleshooting.

BRONZE

- ✓ Bug or Issue Reporting
- ✓ Problem Determination
- ✓ Identification of workarounds
- ✓ Application of workarounds
- ✓ Solution bug fixing
- ✓ Application of bug fixing (development/testing environment)

SILVER

All services included in **BRONZE**, plus:

- ✓ Operational End User Support
- ✓ Application of Bug Fixes (All Environments Including NRT)

GOLD

All services included in **BRONZE** and **SILVER**, plus:

- ✓ Functional End User Support
- ✓ Customer System for Change Management and Release

PRODUCT
SUPPORT

HELP DESK

SOLUTION
SUPPORT

SOLUTION
MONITORING
& MANAGEMENT

PRODUCT
MONITORING
& MANAGEMENT

CLOUD
MONITORING
& MANAGEMENT

MANAGED SERVICES › SOLUTION MONITORING & MANAGEMENT

Dedicated monitoring and management services designed to ensure Solution uptime. They include the execution of customized targeted activities on the Solution and fine-tuning interventions.

BRONZE

- ✓ Scheduled Solution Monitoring (Irion Managed Services standard)
- ✓ Execution of predefined scheduled tasks
- ✓ Email alert notifications

SILVER

All services included in **BRONZE**, plus:

- ✓ Monitoring Predefined Solution on Demand
- ✓ Execution of predefined tasks on demand
- ✓ Follow up in case of critical alerts/bypasses
- ✓ Solution configuration and management

GOLD

All services included in **BRONZE** and **SILVER**, plus:

- ✓ Solution Complete management (including micro-evolutions)

PRODUCT
SUPPORT

HELP DESK

SOLUTION
SUPPORT

SOLUTION MONITORING
& MANAGEMENT

PRODUCT
MONITORING
& MANAGEMENT

CLOUD
MONITORING
& MANAGEMENT

MANAGED SERVICES › PRODUCT MONITORING & MANAGEMENT

The Product Monitoring & Management (PMM) scope corresponds to the set of activities required to manage the maintenance of an Infrastructure supporting the Irion EDM® product and its modules to ensure its proper operation.

BRONZE

- ✓ Drafting of the Architecture document
- ✓ infrastructure Scheduled monitoring (Irion Managed Services standard)
- ✓ Email alert notifications

SILVER

All services included in **BRONZE**, plus:

- ✓ Follow up in case of critical alerts/ bypasses
- ✓ Predefined on-demand monitoring
- ✓ Infrastructure configuration and management
- ✓ 1 Major Update annually (NRT excluded)
- ✓ 1 Minor Update annually (NRT excluded)

GOLD

All services included in **BRONZE** and **SILVER**, plus:

- ✓ Comprehensive infrastructure management (NRT excluded)
- ✓ 1 annual Infrastructure Assessment document

PRODUCT
SUPPORT

HELP DESK

SOLUTION
SUPPORT

SOLUTION
MONITORING
& MANAGEMENT

PRODUCT
MONITORING
& MANAGEMENT

CLOUD
MONITORING
& MANAGEMENT

MANAGED SERVICES › CLOUD MONITORING & MANAGEMENT

The Cloud Monitoring & Management (CMM) scope corresponds to the set of activities required to manage the maintenance of a cloud computing infrastructure in support of the Irion EDM® product and its modules in order to ensure their proper operation.

BRONZE

- ✓ Drafting of the Architecture document
- ✓ Infrastructure Scheduled monitoring (Irion Managed Services standard)
- ✓ Execution of predefined Tasks
- ✓ 1 annual update of the infrastructure servers (excluding NRT)
- ✓ Scheduled daily backups (30-day retention)
- ✓ On-demand server restores
- ✓ Email alert notifications

SILVER

All services included in **BRONZE**, plus:

- ✓ Performing predefined monitoring on demand
- ✓ Subscription monitoring dashboard access
- ✓ Follow up on critical alerts/bypasses
- ✓ Weekly backups
- ✓ 1 production environment restore test per year

GOLD

All services included in **BRONZE** and **SILVER**, plus:

- ✓ Complete cloud infrastructure management
- ✓ On-demand server updates (excluding NRT)
- ✓ PCustom backup policy
- ✓ 2 cloud architecture assessment documents per year

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