MANAGED SERVICES

Irion

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.

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Help Desk & Support	BRONZE	SILVER	GOLD
Access to Support site (Forum, User Community, 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
Download request for Cumulative Updates	✓	✓	✓
Extended Support for INV Releases			✓
Cumulative Update installation system tasks for Emergency incidents			✓

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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:

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)

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HELP DESK

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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	SILVER	GOLD
	All services included in BRONZE, plus:	All services included in BRONZE and SILVER, plus:
✓ Bug or Issue Reporting	✓ Operational End User Support	✓ Functional End User Support
✓ Problem Determination	✓ Application of Bug Fixes (All Environments Including NRT)	✓ Customer System for Change Management and Release
✓ Identification of workarounds		
✓ Application of workarounds		
✓ Solution bug fixing		
✓ Application of bug fixing (development/testing environment)		

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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)

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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	SILVER	GOLD
	All services included in **BRONZE**, plus:	All services included in **BRONZE** and **SILVER**, plus:
✓ Drafting of the Architecture document	✓ Follow up in case of critical alerts/ bypasses	✓ Comprehensive infrastructure management (NRT excluded)
✓ infrastructure Scheduled monitoring (Irion Managed Services standard)	✓ Predefined on-demand monitoring	✓ 1 annual Infrastructure Assessment document
✓ Email alert notifications	✓ Infrastructure configuration and management	
	✓ 1 Major Update annually (NRT excluded)	
	✓ 1 Minor Update annually (NRT excluded)	

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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	SILVER	GOLD
	All services included in **BRONZE**, plus:	All services included in **BRONZE** and **SILVER**, plus:
✓ Drafting of the Architecture document	✓ Performing predefined monitoring on demand	✓ Complete cloud infrastructure management
✓ infrastructure Scheduled monitoring (Irion Managed Services standard)	✓ Subscription monitoring dashboard access	✓ On-demand server updates (excluding NRT)
✓ Execution of predefined Tasks	✓ Follow up on critical alerts/ bypasses	✓ PCustom backup policy
✓ 1 annual update of the infrastructure servers (excluding NRT)	✓ Weekly backups	✓ 2 cloud architecture assessment documents per year
✓ Scheduled daily backups (30-day retention)	✓ 1 production environment restore test per year	
✓ On-demand server restores		
✓ Email alert notifications		

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