

Maintenance, Call-up Service, Support, Monitoring – a service from the Gesellschaft für Logistische Systeme LS GmbH –

We offer **Service and support** for the software products delivered. The service includes the provision of updates (improved versions) and the elimination of errors after the guarantee period. Additionally a hotline for advice per telephone is available on work days between 8³⁰ and 17³⁰ in the case of problems with the productive system.

Additionally to the hotline offered in the normal service contract, a **call-up service** can be agreed upon for preferential support during a period of technical changes and extensions to the system.

In the case where the demands are high regarding security against disturbances we can offer **support for the running system**. The call-up service in this case can be restricted to certain time periods or, in very sensitive cases, can be 24 hour, 7 days a week depending upon the customers requirements. A pre-requirement for this service is the setting up of a remote access to the system where OSIS software is installed for the LS GmbH.

The service includes advice regarding the regular maintenance of the OSIS system and support by the elimination problems in the running system due to operator errors, configuration errors and errors caused by the third party. Aided by warning notices and displays from the OSIS System (for example the OSIS monitor) the customer can recognise interferences in the system and request support or advice from the LS GmbH.

Over and above the support we can take over the **monitoring of the running system** for an agreed time period. In the case of interferences we can inform the customer and, at his request, provide assistance or advice in eliminating the problem.

The range of support and services offered ensures a high contribution to the upkeep of the running system. The system platform remains the responsibility of the customer however the upkeep of the operating system with regard to the OSIS application is predominantly ensured by us.

