Your Partner for Managed Services

Your contact

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For more information and LOGIN to the portal „Managed Services" please click here:
https://www.xsuite.com/unternehmen/ueber-xsuite/managed-services/

Monitoring and Administration Tasks for Customers

What do "Managed Services" mean for xSuite Customers?
- A complementary offering to standard product maintenance
- Administration and/or extended maintenance of customer systems running SAP-integrated xSuite solutions
- Scalable service packages with SLA-based incident resolution
- A single point of contact for all technical issues related to xSuite applications

Why Choose Managed Services from xSuite Group?
- Professional administration of xSuite solutions within customer systems by xSuite staff
- Reduces the day-to-day workload of your in-house administrators
- Event-driven monitoring allows for immediate issue resolution
- Shared resource model enables cost-efficient service delivery

Who Benefits from Managed Services ?
- Customers who prefer to dedicate their in-house experts to business process optimization instead of routine application monitoring
- Customers looking to reduce internal administration costs
- Customers who want to avoid the complexity of managing in-house xSuite expertise

Who is Your Contact for Managed Services?
- Your dedicated account manager is your primary point of contact. Please reach out to them with any questions about our services.

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Overview Managed Services
Monitoring and Administration Tasks for Customers

PACKAGE		SERVICE	DESCRIPTION	EXPLANATION
GENERAL	G01	Service Desk	Central contact partner for all xSuite topics	Communication via eMail, ticketing system and phone
INCIDENT MANAGEMENT	IM01	Automatic monitoring	24/7 technical monitoring of the installation for known error events	Optional
	IM02	Manual system control	weekly 2h in WIN, SAP	Optional
	IM03	Without SLA	Error processing without SLA on the basis of an expense quota (fixed monthly fee)	• Accessible during working days: between 9.00am and 5.00pm • Reaction time: max. 4h • no resolution time
	IM04	SLA Standard	Incident handling with Standard SLA (fixed monthly fee)	• Accessible during working days: between 9.00am and 5.00pm • Response time: 4h • Resolution time: critical 8 hours, serious 3 working days, normal 5 working days
	IM05	SLA Prime	Incident handling with Prio 1 SLA (fix monthly fee)	• Accessible during working days: between 9.00am and 5.00pm • Response time: 2h • Resolution time: critical 4 hours, serious 2 working days, normal 5 working days
CHANGE REQUESTS	CR01	Consulting contingent for small adjustments	Consulting contingent according to expenditure	
SERVICE REQUESTS	SR01	Tasks xSuite Administrator	Support with regular admin tasks, e.g. user maintenance, maintenance of release rules	• Accessible during working days: between 9.00am and 5.00pm • Execution time: 1 working day
	SR02	Requests xSuite	All kinds of questions about xSuite, operation, system behavior, etc.	

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