



Connected Care – Experts at your fingertips

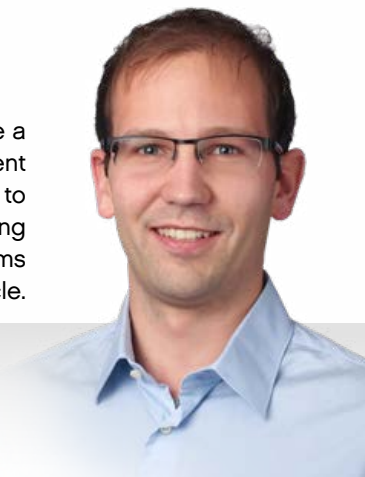
What is Connected Care?

baseVISION strives to build long and sustainable customer relationships. For this reason, our work does not end after the project has been completed. We would also like to support you afterwards.

Why Connected Care is more than an ordinary SLA? With Connected Care, we offer you the advantage of an SLA at no additional cost. The hours prepaid in Connected Care can be used for health checks to prevent problems and it helps to reduce risks and increase your productivity. The hour package can also be used for engineering assignments and workshops.

« Our goal is to have a Connected Care agreement with every customer to guarantee smooth running and maintained systems during the whole lifecycle.

Thomas Kurth
Principal Workplace
Consultant, CEO



What are your advantages with Connected Care?



Safety and security

In an emergency, you want an expert who is familiar with your environment and can support you quickly and efficiently, without having to clarify contractual and financial matters beforehand.



Guaranteed response times

Our technicians react and support you immediately. Without SLA your inquiry will be scheduled for the next available date.



More for your money

The SLA is free of charge. The response time will only be charged if support requests with increased priority arise.



SOS Mail

In case we discover general problems, such as incorrect Windows updates, we immediately send an SOS mail to all Connected Care customers.

Your Support Options

	Not Defined	Syntaro Product SLA	Connected Care
Support			
Response Time	Best effort	24h	Up to 2h, based in Priority
Help can be provided immediately	✗ ¹	✓	✓
Tickets can be handled with priority	✓ ²	✓	✓
Onsite possible	✓	✗	✓
Dedicated escalation contact person	✗	✗	✓
Products included	✗	✓ One baseVISION Product	✓ ³
Proactive Services			
Access to baseVISION Proactive Services	✓	✗	✓
Pricing and Contact			
Initial contact channel	Mail, Phone	Mail	Mail, Phone
Purchasing channel	Estimate by baseVISION	Syntaro Portal	Estimate and contract by baseVISION
Fix Price	–	CHF 1200.–/Year	–
Hourly rate	Defined in contract	CHF 160.–	Defined in contract
baseVISION hour package	–	–	Min. 40h have to be prepaid

¹ Before working on the solution an estimate has to be accepted.

² Urgent for 2000.– per case (within 2 hours), high for 1000.– per case (within 4 hours). Only possible once per year.

³ All baseVISION Syntaro Products and defined Microsoft Products depending on the Contract.

Case Priority and SLA Targets

The following response times apply to Connected Care customers.

	LOW	NORMAL	HIGH	URGENT
Priority Description				
Severity	No interruption to the customer's infrastructure; Workaround is available	Interruption to the customer's infrastructure; Workaround likely available	Interruption to critical processes affecting individual infrastructure components or end-users; No workaround available.	Interruption to critical processes affecting all infrastructure components or end-users; No workaround is available.
Urgency	Immediate resolution is not needed by the customer	Immediate resolution is not needed by the customer	Immediate resolution is needed by the customer	Immediate resolution is needed by the customer
SLA Targets				
80% First Response	Within 3 business days	Next business day	Same business day – within 4 hours	Same business day – within 2 hours
Hours deduction calculation (Multipliers)				
Business hours	1	1.3	1.6	2
Outside business hours	1.5	1.75	2.25	2.5
Sundays and public holidays	2	2	3	3.5
Minimum service length				
Onsite	4h	4h	4h	4h
Remote (VPN/TeamViewer)	1h	1h	1h	1h
Escalation Manager	–	–	1h	1h



- Gold Enterprise Mobility Management
- Gold Windows and Devices
- Gold Cloud Platform
- Gold Datacenter
- Silver Cloud Productivity

