

FREQUENTIS

FOR A SAFER WORLD

Frequentis Service Catalogue

V 3.0

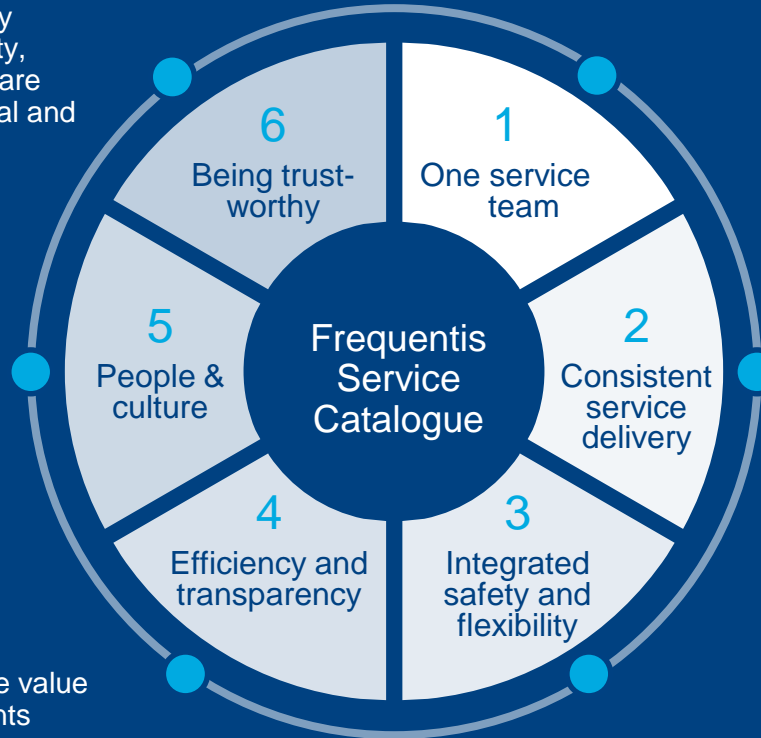


Our guiding principles

Trust is the cornerstone of every partnership. We act with honesty, integrity and transparency. We are continuously improving, impartial and open-minded.

Suitably skilled resources with clearly defined role & job descriptions, managed against jointly defined performance goals and a culture of continuous improvement.

Proactive management and optimisation of processes and resources to realise and release value and deliver service improvements



Commercial arrangements result in partner teaming to deliver services in an integrated and streamlined manner resulting in shared goals and objectives with mutually beneficial outcomes and one true source of truth.

Services are delivered in a consistent and efficient manner in accordance with best in class processes, tools and templates.

Services are by design focused on safety first with the flexibility to deal with challenges, changes and opportunities.

Our service portfolio

Product maintenance for both Frequentis and third-party COTS software and hardware.

MAINTENANCE
SERVICES

SERVICE
MANAGEMENT

Defined counterpart for the customer's service manager as single point of contact.

ENABLING SERVICES

Operational support to customer IT organisations, ensuring reliable & secure operational state of the system under service.

TECHNICAL
OPERATION
SERVICES

LIFECYCLE
SERVICES

Information and derived activities resulting from obsolescence potentially occurring during the agreed system life.



Maintenance Services | Product maintenance for both Frequentis and third-party COTS Software and Hardware



Software maintenance

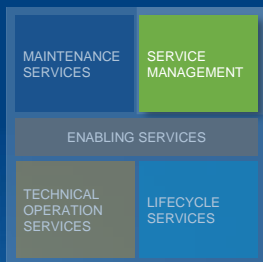
- Frequentis software
 - ▶ Provision of software updates and security patches
- Third-party software
 - as a reseller
 - ▶ n/a because customer is contract owner
 - as sublicensing ("as a service" model)
 - ▶ Provision of software updates and patches

Hardware maintenance

- Frequentis hardware
 - ▶ Hardware repair in the Vienna repair centre
- Third-party hardware
 - as a reseller
 - ▶ n/a because customer is contract owner
 - as sublicensing ("as a service" model)
 - ▶ Management of third-party hardware repair

▶ Exemplary service of the portfolio. Most services can be enhanced or tailored.

Service Management | Defined counterpart for the customer's service manager as single point of contact



Service delivery management

- ▶ Dedicated service manager
- ▶ Coordination of the engineering processes
- ▶ Controlling of the service delivery
- ▶ Provision of reports
- ▶ Participation in service review meetings

Capacity and performance management

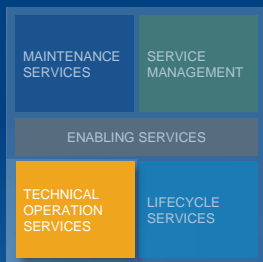
- ▶ Proactive adjustment of IT resources to address growth, periodic, and cyclic changes in demand
- ▶ Computing resource utilisation and capacity reporting
- ▶ Prevention of running out of resources, and risking service downtimes

Continuity management

- ▶ Continuous replication of critical applications
- ▶ Maintenance of a service continuity plan and recovery strategy
- ▶ Annual manual tests for data recovery
- ▶ Business impact analysis

▶ Exemplary service of the portfolio. Most services can be enhanced or tailored.

Technical Operation Services | Operational support to customer IT organisations, ensuring reliable & secure operational state of the system under service is in place and can be efficiently maintained



Application services

- Frequentis application software
- Third-party COTS application software
- Middleware
- Databases

Platform services

- Operating system & virtualisation
- Antivirus & system backup
- Hardware
- Cloud management

- ▶ Technical operation and administration
- ▶ 2nd & 3rd level remote incident and problem management
- ▶ Patch management
- ▶ Installation of regular updates
- ▶ ...

▶ Exemplary service of the portfolio. Most services can be enhanced or tailored.

Technical Operation Services | Operational support to customer IT organisations, ensuring reliable & secure operational state of the system under service is in place and can be efficiently maintained



Point of contact

- ▶ Recording, coordinating and monitoring of all Incidents, Problems and Changes
- ▶ 24/7 access to the Frequentis ticketing tool

Monitoring services

- ▶ 24/7 automatic monitoring of system of availability and operability
- ▶ Automatic event notification and ticket creation

Security services

- ▶ Cyber security workshops
- ▶ Security health checks
- ▶ Support for information security incidents
- ▶ Cloud security

Client management

- ▶ Asset management
- ▶ Software packaging and distribution of client software
- ▶ Patch management

Remote support

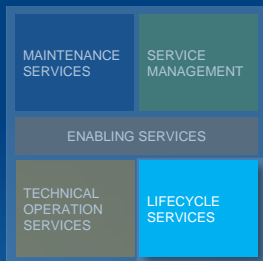
- ▶ Configuration and administration of the Frequentis remote support tool solution
- ▶ Support for Frequentis products

On-site-support

- ▶ Exchange of faulty hardware
- ▶ Execution of preventive maintenance tasks

▶ Exemplary service of the portfolio. Most services can be enhanced or tailored.

Lifecycle Services | Information and derived activities resulting from obsolescence potentially occurring during the agreed system life



Frequentis products

As an indication, typical refresh intervals for Frequentis proprietary hardware will be about 10 years.

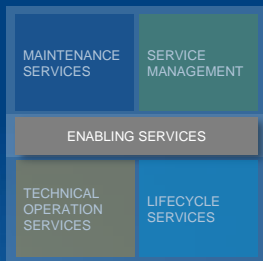
- ▶ Consultancy in regard to the customer's lifecycle concept
- ▶ Annual obsolescence management

Third-party products

Depending on the third-party vendor, typical refreshment intervals for third-party COTS will be about 5 years.

▶ Exemplary service of the portfolio. Most services can be enhanced or tailored.

Enabling Services | The fundamentals of the Frequentis service organisation*



Capability maturity

- ▶ Utilisation of the ISO-15504/ ISO-33001 maturity model
- ▶ Regular process audits, survey reviews
- ▶ Implementation of the regular improvement process

Best practices & standards

- ▶ Implementation of ITIL v3 framework
- ▶ > 60 ITIL v3 / ITIL 4 certified staff
- ▶ ISO 9000, ISO27000, etc.

Safety & security

- ▶ System safety process based on IEC-61508
- ▶ Establishment of the CISO
- ▶ Company-wide ISMS, and SIRT team

Business continuity mgmt.

- ▶ Protecting Frequentis delivery capabilities with proven procedures and agreements leads to the protection of our customers' business

Supply chain

- ▶ Clear B2B subcontractor agreements with regular assessments
- ▶ Long-term and verified supplier relationships ensure high delivery performance

Governance

- ▶ Clear 3-tier model (strategic–tactical–operational)
- ▶ Co-designed culture that delivers unity and teamwork
- ▶ A 'no surprises' culture and operating principles

▶ Exemplary service of the portfolio. Most services can be enhanced or tailored.

*) e.g. process framework, applied standards and principles

Service is much more than just warranty aspects

Warranty

- ☒ HW repair
- ☒ SW bug fixing (reactive)
- ☒ Limited to issues resulting from defect parts or workmanship at delivery
- ☒ Within reasonable time

Not covered

- ☐ SLAs
- ☐ Revisions
- ☐ Reports
- ☐ Service manager
- ☐ 24/7
- ☐ Onsite support
- ☐ Integration
- ☐ ...

MAINTENANCE
SERVICES

SERVICE
MANAGEMENT

Warranty

ENABLING SERVICES

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