

SCHEMA ST4 - Service description for Support of Quanos Content Solutions GmbH [2020-11]

Maintenance: Updates, Upgrades and correction of defects

1. The latest versions of the computer program comprise Updates and Upgrades. Updates are a further developed version of the Computer Program which contain error corrections or error bypassing and possibly smaller functional service expansions or expanded functions. Upgrades are a further developed version of the Computer Program which contain significant functional modifications and service expansions or expanded functions.
2. Updates and upgrades are compatible with the preceding Upgrade and Update of the Computer Program respectively which is object of the software license agreement with Quanos Content Solutions or - in the case any Upgrades or Updates do not yet exist - with this Computer Program itself. In the case of Upgrades, the compatibility does not include possible customizing which were used for adapting the Computer Program to the licensor's needs. The realization of such compatibility is subject to a separate agreement.
3. For the correction of defects the below listed reaction times apply respectively.

Hotline

The Hotline is a first point of contact for IT-problems with the Computer Program. The Hotline serves for the registration of defects notified by telephone. Quanos Content Solutions registers the defects notified by the licensor via the telephone Hotline in the Issue Tracking-System (ITS) of Quanos Content Solutions. Registration in the ITS is effected immediately and Licensor receives a written confirmation on the registration. For the initiation of the reaction time the point in time of registration into the Issue-Tracking-System of Quanos Content Solutions applies. An evaluation of the defect by phone or correction thereof is not effected; the Hotline merely serves for the purpose of recording the defect notified by the licensor and the follow-up registration in the ITS.

Hotline services are rendered as services. The Hotline may be used by all employees who are using the computer program.

Test system

Quanos Content Solutions grants licensor on request the right to use a test system for the non-productive and exclusively internal use. Such right is non-exclusive, timely limited to the term of the support agreement and free of charge.

Service Level

Reaction time:

The reaction time is defined as the time span between the reporting of the defect via Hotline or per Issue Tracking System and the initiation by Quanos Content Solutions of the works for problem solving. The reaction time only applies during the regular service times.

Quanos Content Solutions will prioritize according to the following categories:

In case of reporting of a defect via Hotline, productsupport.qcs@quanos-solutions.com or Fat-Client:

KAT 1 (easy):

Example: A defect which may be circumvented without reduction of productivity

Reaction time: 2 weeks

KAT 2 (middle):

Example: In case of such defect processing with the software can only be continued under considerably more difficult conditions.

Reaction time: 2 Working days

KAT 3 (difficult):

Example: Licensor cannot continue to work with the Computer Program because the Computer Program leads to deterministic crashes.

Reaction time: 1 Working day

Service times: Monday to Friday 8:00 to 17:00.

Sundays and public holidays (of the Federal Republic of Germany and the free state of Bavaria): no service

Languages: German, English