

# Operations Support Description Mindbreeze SaaS

Mindbreeze GmbH

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For the sake of convenience this document does not make use of gender-specific terms. Any terms shall refer to both women and men for the purposes of equal treatment.

## 1. Systems and locations

### Systems of the customer

Mindbreeze provides the contractual services exclusively for the following systems of the customer:

#### Production System

- Mindbreeze InSpire Services

## 2. Complete Bill of Quantities

Mindbreeze will provide the services listed in this chapter under this Agreement. The abbreviations used for frequency and time window are described in the following tables:

### Frequency

Abbreviation	Description
E	One-time implementation at the beginning of the contract (in the first month)
T	Daily
W	Weekly
M	Monthly
B	as needed

### Time Window

Abbreviation	Description
K	In the agreed operating time (see point "Services, areas and times" of the agreement)
W	In a maintenance window to be agreed with the client

General			
Activity	Frequency	Time Window	Customer Approval
Installation of customer-supplied hotfixes / patches for Mindbreeze InSpire	B	W	yes
Installation of customer-supplied software components for Mindbreeze InSpire	B	W	yes
Installation of customer-supplied license key for Mindbreeze InSpire	B	W	yes
Escalation to the central problem management	B	K	-

Operating System			
Activity	Frequency	Time Window	Customer Approval
Observing and implementing necessary measures of the error logs	T	K	-
Monitoring and implementation of necessary measures of system utilization and search for utilization peaks with Fabasoft app.telemetry, for example <ul style="list-style-type: none"> <li>• Processor</li> <li>• Volume</li> <li>• Storage</li> <li>• Network</li> </ul>	T	K	-

<b>Mindbreeze InSpire</b>			
<b>Activity</b>	<b>Frequency</b>	<b>Time Window</b>	<b>Customer Approval</b>
Observing and implementing the necessary measures of the Mindbreeze InSpire error logs	T	K	-
Monitoring and implementation of necessary measures of system utilization with Fabasoft app.telemetry and search for peak utilization of Mindbreeze InSpire, for example <ul style="list-style-type: none"> <li>• Thread usage</li> <li>• Cache utilization</li> <li>• Average size of transmitted documents</li> <li>• Maximum size of transmitted documents</li> <li>• CPU usage of Mindbreeze InSpire processes</li> <li>• Memory usage of Mindbreeze InSpire processes</li> </ul>	T	K	-
Control of the indices of Mindbreeze InSpire	B	K	-
Creation of performance baselines with Fabasoft app.telemetry	M	K	-
Suggestions (by e-mail) for possible performance tuning measures to be initiated by the customer in the event of a significant deterioration of the response times of Mindbreeze InSpire	B	K	-
Monitoring and implementation of necessary measures for the availability of Mindbreeze InSpire with Fabasoft app.telemetry	T	K	-
Observing and implementing necessary measures of the response time behavior of Mindbreeze InSpire with Fabasoft app.telemetry	T	K	-
Initial analysis and implementation of necessary measures of conspicuous requests from Mindbreeze InSpire with Fabasoft app.telemetry	B	K	-
Control and execution of necessary measures of the validity of installed license keys for Mindbreeze InSpire	M	K	-
Installation of the coordinated Mindbreeze InSpire releases per year	B	K	
Collaboration with the Customers Operations and Support as part of the fulfillment of the applicative operational management	B	W	

### 3. Escalation Paths

The following people or email distribution list will be notified by Mindbreeze in case of problems

- tbd -

#### **Exchange of Important Contact Data:**

**On the part of the customer:**

- tbd -

**On the part of Mindbreeze:**

<https://tickets.mindbreeze.com> or via E-Mail: [support@mindbreeze.com](mailto:support@mindbreeze.com).