

Operations Support Description Mindbreeze SaaS

Mindbreeze Corporation

US Law

Valid from 01/01/2024



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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"> • Processor • Volume • Storage • Network 	T	K	-

Mindbreeze InSpire			
Activity	Frequency	Time Window	Customer Approval
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"> • Thread usage • Cache utilization • Average size of transmitted documents • Maximum size of transmitted documents • CPU usage of Mindbreeze InSpire processes • Memory usage of Mindbreeze InSpire processes 	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 four 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.