



# Enterprise Support Agreement 2.0

## A new level of support

Faster, more comprehensive, more modular: The Open Telekom Cloud is expanding its support offering for its customers. With the paid services, users benefit from improved response times, consulting and administration services, and dedicated service delivery management.

Cloud services have become established throughout the economy, and companies and organizations have recognized the advantages of IT services tailored to their needs. More and more companies are now relying on offerings from the public cloud.

Providers usually make the flexible resources available to their customers for self-administration via interfaces and portals at easily calculable costs.

**The advantages:** Users can easily manage the booking and orchestration of services themselves at any time. But what for many means greater simplicity and speed deters others from using the cloud.



## Comprehensive support for cloud usage

According to the “Cloud Monitor 2020” by Bitkom Research and KPMG, 43 percent of non-users in Germany cited a lack of human resources as a reason for hesitating to use public cloud solutions. Companies also refrain from using the resources due to insufficient knowledge of cloud technologies.

For the Open Telekom Cloud, Deutsche Telekom is responding to this by expanding its support offering. The updated Enterprise Support Agreement 2.0 has a more modular structure than the previous model and has been specifically designed to reflect customer wishes and feedback. It consists of a basic offering with an enterprise dashboard, improved response times, and a consulting and administration service. Optional components such as a dedicated service delivery management can be added by customers as required. The services in the basic variant have a minimum term of six months. If they are not terminated, the service period is extended by a further three months. Optional components can be added during the minimum contract term.

## Enterprise Support Agreement Basic

The package includes the “Large” enterprise dashboard with API access, dashboard self service, multi-tenant and organization management.

Another service module: Improved response times guarantee time savings of between 15 minutes and four hours, depending on the service restriction. If a customer reports an incident, they immediately receive a corresponding confirmation of receipt. Telekom then classifies the criticality level and processes the incident.

The range of services also includes a consulting and administration service. T-Systems experts support customers in analyzing their needs and selecting suitable services. Five service requests per month are also included.

## Enterprise Support Agreement – optional components

Users of the Open Telekom Cloud can add four additional support services for a fee.

Via service credits, users receive credits for various services in the event that Telekom is unable to meet agreed service levels.

A dedicated service delivery management (SDM) offers users proactive and customer-specific consulting. A personal contact answers all questions about usage and services for the Open Telekom Cloud and serves as a direct contact during office hours. The dedicated SDM also invites users to a monthly service review meeting.

A fault has been classified as “high” or “critical”? The service delivery manager on duty (SDMoD) coordinates the rapid fault analysis and resolution. And keeps users regularly informed about the current resolution status.

Furthermore, users of the Open Telekom Cloud can make additional agreements for improved resolution times. T-Systems prepares offers for this service individually according to request and need.

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