



AVL Maintenance and Support

Keep your AVL Software and IT Environment functional and secure

+ 134:23:454:12

Overview

The Challenge

The AVL Solution

The Added Value

Maintenance and Support

- 24/7 self-service portal with access to latest updates
- Guaranteed fast support via a dedicated team of experts
- Real-time transparency due to online case tracking
- Access to network of global product experts

Why Maintenance and Support

What is driving us...

We want to...

Minimize the risk in terms of downtime and budgets in the event of incidents

Establish a safe software environment through proactive software security handling

Secure the value and the stability of AVL software throughout the entire product life cycle

Act timely in a constantly changing IT environment and safety breaches

Overview

The Challenge

The AVL Solution

The Added Value

How Maintenance and Support works

Maintenance and Support provides...

Defined access to a specialized local support team

Accelerated solution process through contractually agreed reactivity

Easy access to the latest software features and release information

Protection of the invested software license through regular functional and security updates



How Maintenance and Support works

Overview

The Challenge

The AVL Solution

The Added Value

Deliverables	no agreement	Software Maintenance	Software Maintenance & Support	AVL CARE
Software Maintenance	Corrective maintenance only under warranty	<ul style="list-style-type: none"> Enhancement Releases Corrective & Preventive Maintenance 	<ul style="list-style-type: none"> Enhancement Releases Corrective & Preventive Maintenance 	<ul style="list-style-type: none"> Enhancement Releases Corrective & Preventive Maintenance Customer specific fast software patches
Digital Interaction	-	Self Service Software Download Portal	<ul style="list-style-type: none"> Self Service Software Download Portal AVL Case Management 	<ul style="list-style-type: none"> AVL CARE World: Customer tailored online portal for complete interaction
Support	AVL Hotline First-In/First-Out priority	AVL Hotline First-In/First-Out priority	<ul style="list-style-type: none"> Dedicated Support Team Remote Support Priority in 1st and 2nd level Support Access to Expert Support 4 hours response time 24/7 Emergency Service 	<ul style="list-style-type: none"> Personal Agent Advanced Software Qualification (Digital Twin) Specific performance guarantees (f.e. Solution time)

Software Maintenance

Element	no agreement	Software Maintenance	Software Maintenance & Support	AVL CARE (tailored)
Support Contact	Local Hotline	Local Hotline	Dedicated support team	CARE Personal Agent
24/7/365 Self-Service Portal	No	Yes	Yes	Yes (CAREWorld)
Access to Expert Support	No	No	Yes	Yes
Remote Support	No	No	Yes	Yes
Software Release Rollout Support	No	No	Yes (Limited)	Yes (Extended)
AVL Case Priority	First in – first out	First in – first out	Priority in 1 st & 2 nd level	Highest across all levels
First qualified response	Typically, within 24h	Typically, within 24h	4 hours >90% of cases	4 hours >90% of cases
24/7/365 Emergency Line	No	No	Yes	Yes
Proactive Software Security Handling	No	No	Yes	Yes
AVL Case Management	No	No	Yes	Yes (CAREWorld)
Annual on-site expert visit	No	No	No	Yes
Fast corrective Software patches	No	No	No	Yes
Software Qualification on Digital Twin	No	No	No	Yes
Software Maintenance Releases*	No	Yes	Yes	Yes

*Enhancement Releases (approx. 1x year), Maintenance Releases (approx. 2x year), Standard Product Patches

Overview

The Challenge

The AVL Solution

The Added Value

Software Maintenance

Protects the value of your test system like a 'safety belt'

Enhancement Releases (functional improvements) and Maintenance Releases (stay up-to-date with your IT Roadmap)

Minimized system downtime through an up-to-date IT infrastructure

Predictable and fixed annual cost

Convenient access to updates, documentation and roadmaps

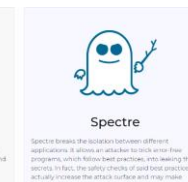
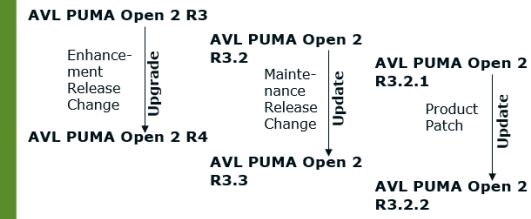
Overview

The Challenge

The AVL Solution

The Added Value

Within a Generation



Digital Interaction

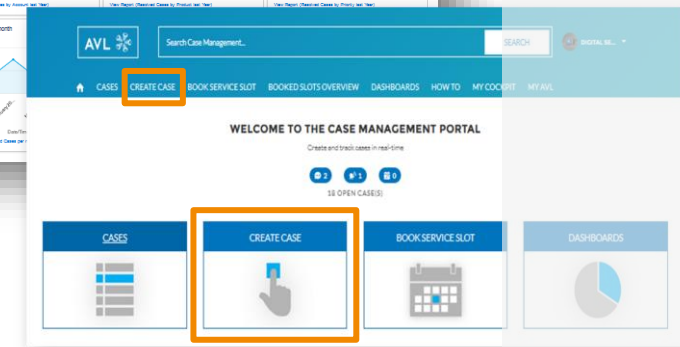
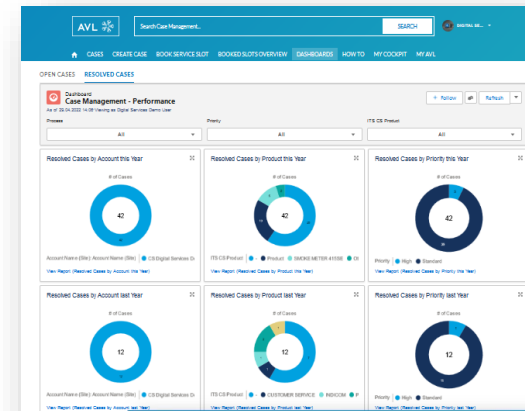
Dynamically interact with AVL

Online support portal for all AVL products, easily accessible via MY AVL at avl.com

Overview through dashboards with filter functions & triggers for required actions on your part

24/7 self-service portal with access to latest updates

Easy access to documentation, release notes and roadmaps



Overview

The Challenge

The AVL Solution

The Added Value



Support

Get fast support via a dedicated team of experts when needed most

Faster solution finding through direct access to AVL expertise

Optimized problem analysis through remote support

Easy access to a global network of experts

Up-to-date IT-infrastructure through software release rollout support

- Overview
- The Challenge
- The AVL Solution**
- The Added Value

Benefits Maintenance and Support

How Maintenance and Support helps...

Hedging and protection against unpleasant surprises

Compliance with budget targets due to no additional costs

Averting escalations through secured scope of services and budgets

Rapid closure of security gaps through access to up-to-date software releases

Overview

The Challenge

The AVL Solution

The Added Value



Thank you



www.avl.com