



SPREcare

Service Level Agreement



WE ARE HERE FOR YOU

Even after the completion of a project, we would like to make it as easy as possible for you to use our devices and systems. Since we attach great importance to the motto “everything from a single source”, a project does not automatically end for us with the commissioning of a system.

After that, we offer you supplementary services or comprehensive service packages for the use of our products in your plant.

FLEXIBLE

At the end of the day, you should be well informed and your equipment should be up to date. And if the worst comes to the worst, the best possible support is at your disposal.

Our qualified and specially trained staff (German & English speaking) will provide you with information, software, firmware, etc. on an ongoing basis as required. You yourself are closely involved in the process and can decide flexibly on the scope of the solution.

MODULAR & INDIVIDUAL

Of course, we respond to your system and your needs on an individual basis. For a term of your choice (36-60 months, new contracts are billed on a pro rata basis in the 1st year), you put together your desired SPREcare modules, which are then fixed in the form of a maintenance contract.

Therefore, we have developed various SPREcare modules that you can choose from:

- Software Upgrade Service
- Patch Management
- Premium Support
- IT Security Report
- Anti-virus Pattern

ALREADY HEARD?



We have a security blog on our website sprecher-automation.com where we inform you regularly about threats.



SPREcare

SPRECON-E • SPRECON-SG • SPRECON-V460 • SPRECON-TOOLS

PREMIUM SUPPORT



- Service provision 8/5 or 24/7
- Repair & correction of malfunctions
- Guaranteed response times for telephone support and remote maintenance
- Guaranteed response time for on-site service
- 10 % discount on the hourly rates of the service hotline

PATCH MANAGEMENT



- Security patches & hotfixes
- Extension of the IT Security Report with Windows® operating systems
- Compatibility check of software & operating system

Active patch management is a prerequisite for meeting legal & normative requirements:

- Contractually agreed subscription rights for updates as well as information regarding vulnerabilities and patches.
- The basis for our service: the ISO/IEC 27001/27002/27019 standards, but also industry-specific standards and recommendations such as IEC/TR 62443-2-3 or the BDEW white paper "Requirements for secure control & telecommunication systems".
- These standards form the EU NIS Directive "Network & Information Security Directive", which must also be applied nationally.

IT SECURITY REPORT



- 4 times per year
- Analysis and classification of vulnerabilities for SPRECON and third-party products
- Risk management & ad-hoc notifications for SPRECON products

SOFTWARE UPGRADE



- Upgrades & updates
- Latest versions & functions
- Support of current operating systems
- Compatibility check of software & operating system

ANTI-VIRUS PATTERN



- F-Secure® anti-virus pattern for offline installation
- Weekly update
- Tested for compatibility with SPRECON-V460 & SPRECON-Tools

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PREMIUM SUPPORT

	WITHOUT CONTRACT		CLASSIC		COMFORT		PRO	
Office hours (1)	8/5	24/7	8/5	24/7	8/5	24/7	8/5	24/7
Basic costs (2)	excl.	excl.	incl.	excl.	included		included	
Response time support acceptance (3)			4 hours		2 hours		1 hour	
Response time troubleshooting (4)			4 hours		2 hours		1 hour	
Response time on-site-service (5)					next work day, at least 8 hours		6 hours	
Included service hours					4 hours per year		8 hours per year	
Spare parts shipment					next work day		next work day	

- (1) 8/5 = on working days Mon-Fri from 8 am-4 pm;
excl. public holidays/long weekends or company holidays.
- (2) Includes administrative processing and a provisioning fee at 24/7.
If excluded, our support team will be happy to inform you about the current charging and hourly rates on request.
- (3) Callback by service hotline; calculated from the first telephone contact by the customer.
- (4) Start of troubleshooting; calculated from the call-back by our service hotline and receipt of the online support request form.
- (5) Start of departure for on-site deployment; calculated from receipt of order and order confirmation.

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