

Support Packages

	Standard	Extended	Enterprise
Contract	IQ3 CLOUD Terms & Conditions	Contract	Provider Agreement
Service Level	Bronze	Silver	Gold
Possible service level for environment	Bronze	Bronze and Silver	Bronze, Silver and Gold
Upgrade options	Upgrade to Extended and Enterprise	Upgrade to Enterprise	-
Number of Portal users	5	20	unlimited
Included ServiceNow Fulfiller-Licenses	2	4	8
New Serviceteam inquiries / requests	-	Regular processing	Priority processing
Communication	Ticket / Portal	Hotline Ticket / Portal	Governance Service Manager Hotline Ticket / Portal
Ticket processing time	Mon.- Fri. 08:00 - 18:00	Mon. - Fri. 08:00 - 18:00	Mon. - Fri. 08:00 - 18:00

Services

Response time during incidents (within processing time)

Prio 1	4 hours	2 hours	30 minutes
Prio 2	12 hours	12 hours	3 hours
Prio 3	2 days	2 days	1 day

Ticket allocation

Prio 1	Fee required	1 per environment p.m. 1 per component p.m.	1 per environment p.m. 1 per component p.m.
Prio 2	Fee required	3 per environment p.m. 3 per component p.m.	3 per environment p.m. 3 per component p.m.
Prio 3	5 per environment p.m. 5 per component p.m.	5 per environment p.m. 5 per component p.m.	5 per environment p.m. 5 per component p.m.

Price per further ticket

Prio 1	100,00 €	30,00 €	20,00 €
Prio 2	70,00 €	20,00 €	10,00 €
Prio 3	15,00 €	10,00 €	5,00 €

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Base Environments (price per month)

Base Environments - Managed Data Centre	1.200,00 €	2.400,00 €	4.800,00 €
Base Network - Unmanaged Data Centre	20,00 €	40,00 €	80,00 €

Components (price per month)

Managed Server	60,00 €	120,00 €	240,00 €
Unmanaged Server	20,00 €	40,00 €	80,00 €
Additional Virtual Disk	- €	- €	- €
Allocation Public IP to Host	- €	- €	- €
Network Security Group	- €	- €	- €
Monitoring	OMS-compatible components	OMS-compatible components	OMS compatible components

Actions per order process

Actions (see Action Catalogue)	2,00 €	1,50 €	1,00 €
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New requirements / Service Requests Base Environment

	none	on request	on request / priority processing. Price complexity depending
	-	max. 1 per month*	max. 2 per month*
	-	cost estimate after 5 working days	cost estimate after 4 working days
	-	includes 1 x 4 hours processing slot	includes 2 x 4 hours processing slot incl. 1 your conference call
*unused slots / allocations can't be rolled over into the following month.			

Components

	none	on request	on request / priority processing. Price complexity depending
	-	max 3 per month	max 7 per month*
	-	cost estimate after 3 working days	cost estimate after 2 working days
	-	includes 1 x 4 hour processing slot	includes 2 x 4 hours processing slot incl. 1 hour conference call
*unused slots / allocations can't be rolled over into the following month.			

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Actions

none	on request	on request / priority processing. Price complexity depending
-	max. 5 per month*	max. 10 per month*
-	cost estimate after 2 working days**	cost estimate after 1 working days**
*unused slots / allocations can't be rolled over into the following month.		

Service-Portal

none	on request	on request / priority processing. Price complexity depending
-	max. 1 per month*	max 2 per month*
-	cost estimate after 5 working days	cost estimate after 4 working days
-	includes 1 x 4 hours processing slot	includes 2 x 4 hours processing slot incl. 1 hour conference call
*unused slots / allocations can't be rolled over into following month. **time frame applies, provided all requirements are quoted and included.		

Optional Services

Onboarding Services

VPN Generation	15.000,00 €
VPN Deletion	5.000,00 €
Dedicated Line Generation	15.000,00 €
Dedicated Line Deletion	5.000,00 €
Additional ServiceNow Fulfiller License	150,00 €
Domain Linking / AD Federation	15.000,00 €

All prices are inclusive 19% VAT | Changes and errors remain reserved

Do you have questions regarding this service-model?
We are happy to help.

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Action catalogue

What are actions and who executes them?

Actions can be executed by the IQ3 CLOUD user. The use the enables access to the advantages of the cloud methods. If required, the actions can be executed by the user, with the results being delivered immediately, avoiding long waiting times. Everything can be auctioned 'on demand', which increases efficiency and saves costs.

Server

Delete	Delete a virtual server
Start	Start a virtual server
Stop	Stoppen eines virtuellen Servers
Scheduled Start	One-time start of a virtual server, at a time specified by a designated user
Geplanter Stop	One-time stop of a virtual server, at a time specified by a designated user
Scheduled Repeat Start	Repetitive start of a virtual server, at times specified by a designated user with an indication of weekdays
Scheduled Repeat Stop	Repetitive stop of a virtual server, at times specified by a designated user with an indication of weekdays
Standard Tagging	Marking of the server with a standard tag for identification
Extended Tagging	Marking of the server with an individual tag.

Hard Drive

Attachment	Attaching a virtual hard drive to a server
Detachment	Detaching a virtual hard drive from a server
Cloning	Cloning of a virtual hard drive
Deleting	Deletion of a virtual hard drive
Standard Tagging	Attaching tags for identification
Extended Tagging	Attach client specific tags to the hard drive

Backup

Generate	Generate a snapshot of a virtual server
Delete	Delete a snapshot of a virtual server
Scheduled Generation	Generate a snapshot schedule to automatically create backups
Scheduled Deletion	Defining an expiration date of backups
Restore	Restore a server from a snapshot
Standard Tagging	Attaching identification tags
Extended Tagging	Attach custom tags to disk

Network Card

Internal IP Address static	Assignment of an internal static IP address
Internal IP Address Dynamic	Assignment of an internal dynamic IP address
Attach Network Security Group	Attachment of network security group to a virtual network card.
Delete Network Security Group	Deletion of network security group from virtual network card.
Standard Tagging	Assignment of a standard tagging to a network card
Extended Tagging	Assignment of an extended tagging to a network card

Public IP

Delete	Delete a public IP
Attach	Attach a public IP to a network card
Detach	Detach a public IP from a network card
Standard Tagging	Standard tagging of a public IP
Extended Tagging	Extended tagging of a public IP

Network Security Group

Delete	Deletion of a virtual network security group
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Network Rules

Generate	Generate portal enabling or disabling for a network security group
Delete	Delete a portal enabling or disabling for a network security group

Network

Delete	Deletion of a virtual network
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Subnet

Generate	Generation of a subnet in a virtual network
Delete	Deletion of a subnet in a virtual network
Attach NetworkSecurityGroup	Attach NetworkSecurityGroup to a subnet
Detach NetworkSecurityGroup	Detach NetworkSecurityGroup from a subnet

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Type Catalogue for Service Extensions

Which service classes are available? What are the operating and development costs?

Development and operation of the client extended services, tailored to the client are divided by complexity into different type classes, which offers transparency to the client. The individual types (type1 - type 5), in combination with the three SKAs (Bronze, Silver, Gold) determine the one-off development and follow on operating costs per month.

Standard price for extended services

	Development	Bronze	Silber	Gold
	one time	per month	per month	per month
Type 1	800 €	20 €	40 €	80 €
Type 2	2.400 €	60 €	120 €	240 €
Type 3	20.000 €	500 €	1.000 €	2.000 €
Type 4	80.000 €	1.200 €	2.400 €	4.800 €
Type 5	individual	individual	individual	individual

Process: The client has a development enquiry, for which the effort is determined. The calculated effort will then be communicated in the form of type classes. Starting with type 1, for smaller efforts to the comprehensive type 5, for which has to be quoted individually. That way the client know the cost of the one-off development, as well as the operating costs.

Example: When an inquiry of type 2 for 2,400 € (one-off cost) is newly developed, this Template (the appropriate service) will cost in operation in SLA Bronze 60 Euro per month.

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