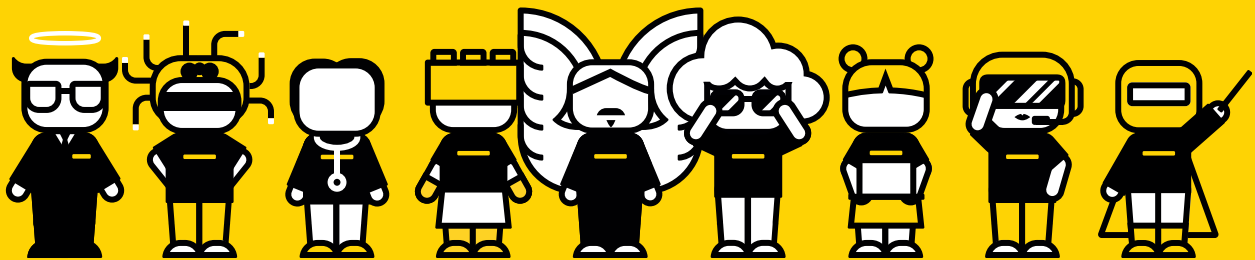


UMB_Expert Support: To keep your IT running and ensure you don't miss out on innovations.

IT is becoming more complex from year to year. Innovations and digitalization constantly present new issues. While this increases complexity, it is vital for the survival of your company. At the same time, it is becoming increasingly difficult to find and retain the specialists you need. We offer experts for almost every topic. They ensure that your IT stays up and running and that you don't miss out on innovation.



Digitalization and the trouble-free operation of IT is a major challenge for every company today. No company can afford prolonged downtime. Those who miss out on IT innovations today will be overtaken by the competition tomorrow.

We share our knowledge and skills with you

The expert support contract with UMB gives you access to the concentrated know-how of more than 700 experienced UMB experts. This gives you more time to focus on your core business, because you can rely on a functioning IT system at all times - UMB creating time!

Scope of services	Basic	Standard	Premium
Support time Monday-Friday from 7:00 a.m. to 6:00 p.m.	👍	👍	👍
Response time	Best Effort	2h	1h
Hours included (Hours pool)	Actual hours required	Actual hours required	Actual hours required
Prices			
Activation (one-time) - Ticket system setup - Connection to remote support - High-level infrastructure IST capture - Handover/synchronization documentation - Password database - Collaboration workspace	CHF 2,400	CHF 2,400	CHF 2,400
Monthly rate	CHF 350	CHF 550	CHF 750
Extension of on-call support			
On-Call-Support	-	👍	👍
On-call support activation (one-time)	-	CHF 800	CHF 800
Monthly rate for on-call support	-	CHF 650	CHF 650
Expert support extension			
Expert support - Business Advisor - AI & Data Scientist - Network Connector - Platform Builder - Security Angel - Cloud Master - New Work Genius - Communication Champ - SAP Wizard	-	👍	👍
Monthly price per expert	-	Individualized	Individualized

Your Advantages

Our ServiceDesk is always there for you

To ensure that your IT infrastructure always works perfectly, we solve problems promptly and professionally - within the framework of clearly defined service level agreements (SLAs).

Our experts help you with their unique know-how

We deal with failures and other problems competently and promptly - so that you can concentrate on your core business.

Maintenance and care of your IT infrastructure

Our experts will maintain and service your IT infrastructure to ensure that your workflows and processes run smoothly and meet the highest security standards.



Love_IT

Contact

Ralf Stäheli
 Head of Account Management
 ralf.staeheli@umb.ch
 +41 58 263 27 00

www.umb.ch