



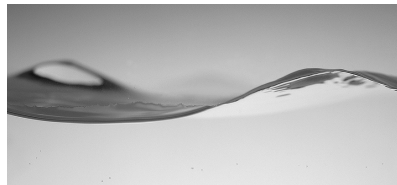
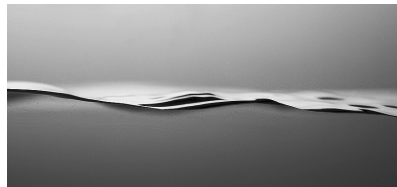
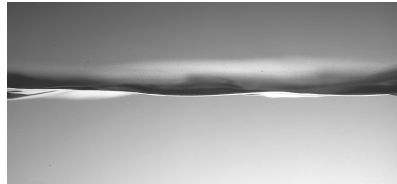
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Vi hjälper våra kunder att förverkliga sina affärs mål. Med hjälp av kompetens, branskkännedom, professionalism och proaktivt agerande finner vi gemensamt kreativa och kostnadseffektiva lösningar.

Vi har specialister inom alla våra områden. Vi sätter samman projektgrupper anpassade till varje enskilt uppdrag och vår strategi baseras på att utveckla och bibehålla långsiktiga relationer med både kunder och leverantörer. Kompetens, informationssäkerhet, innovationsförmåga, pålitlighet och långsiktighet är självklara komponenter för att kunna fullfölja vår strategi.

Vår mest värdefulla interna tillgång är alla våra medarbetares idéer, kunskaper, erfarenheter och förmågor. Deras kompetens och våra satsningar på dem säkerställer att Edge ständigt utvecklas och effektiviseras till både vår och kundernas nytta.



EdgeCare

Helpdesk

Edge care includes access to our helpdesk. Edge helpdesk provides service during regular business hours, 08:00-17:00 CET. Exception applies to bank holidays and weekends unless a specific arrangement has been made. Edge Helpdesk has Help Desk Analyst certified staff according to Help Desk Institute. As soon as we receive your support call, a support ticket is created. This ticket is monitored by the helpdesk until the matter is closed. The staff at the Helpdesk devotes a maximum of 15 minutes to the case and then dedicates a specialist for second-line support. Each case recorded is charged with SEK 150,-. This includes the 15 minutes that the Helpdesk has in which to solve the case, or bring it to second-line support. In the event the case goes on to higher levels of support, the agreed consultancy rate is charged.

Response-4

Response-4 means that Edge Helpdesk will initiate the case within 4 hours after a support call or an alarm. This service is provided during regular business hours, 08:00-17:00 CET, Monday to Friday except bank holidays and weekends.

Backup

The Backup-system used in our environment is IBM Tivoli Storage Manager (TSM). Each backup is being distributed automatically to another location. Utilized storage space on disk and tape are included in the attached price list. Licenses must be on each server and paid for by the customer. The same applies if a database agent must be installed (TDP).

Surveillance

Monitoring programs are essential in our hosting environment. Agents will be installed on all servers. The agents provide the control center with information on how the systems operate. If any problems are detected, the staff will be notified immediately and begin troubleshooting.

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