

APPLM

## Overview of Service-Packages

Below you will find a comparison of the services included in the „BASIS“, „PLUS“ and „PREMIUM“ service-package.

	BASIS	PLUS	PREMIUM
<b>TICKET ADMINISTRATION</b> Ticket creation, coordination of the tickets, communication between the consultant and your responsible employees, emergency hotline	✓	✓	✓
<b>INBOUND-INTERFACE</b> Customer Interface to report requests fast and easily and monitor the current status	✓	✓	✓
<b>SYSTEM MAINTENANCE</b> Updating of existing legal values of your payroll and the relevant tables of collective agreements (only including table changes)	✓	✓	✓
<b>TRANSPORT HANDLING (Administration)</b> Organisation of your transports	✓	✓	✓
<b>TRANSPORT HANDLING (Management)</b> Transfer of your transports to subsequent systems including status control		✓	✓
<b>SAP-NOTE MONITORING</b> Periodically monitoring of relevant SAP-Notes for your SAP ERP HCM System		✓	✓
<b>SUPPORT-PACKAGES</b> Information about the latest Support-Packages		✓	✓
<b>QUARTERLY RECONCILIATION</b> Quarterly telephone call for coordination		✓	✓
<b>MONTHLY TICKET STATUS UPDATE</b> Meetings via Telephone, Skype, WebEx or Microsoft Teams			✓
<b>CUSTOMER OWNED TICKET SYSTEM</b> Service and maintenance of your tickets in your own ticket system			✓
<b>COORDINATION OF TRAININGS</b> Coordination of trainings for your employees			✓
<b>TIME SCHEDULING OF SUPPORT-PACKAGES</b> The coordination with the responsible divisions will be done by HR Force.			✓