

Conscia Care

Service description



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Conscia Contact

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Table of contents

1. Introduction.....	5
1.1. Conscia Service Overview	5
1.1. Conscia Care	6
1.2. Conscia Assist.....	6
1.3. Conscia Premium	6
2. Scope of services Conscia Care Service	7
2.1. General.....	7
2.2. Conscia Care Service content	7
2.2.1. Description Service Desk	8
2.2.2. Description Conscia Service Portal CNS - Standard-Level	9
2.2.2.1. CNS Standard Dashboard Overview	10
2.2.2.2. CNS Search & Export	10
2.2.2.3. CNS Incidents & Service Requests	10
2.2.2.4. CNS Compare	10
2.2.2.5. CNS Cisco CSPC Collector	11
2.2.3. Description Delivery of replacement hardware (RMA)	12
2.2.4. Description Delivery of replacement hardware and on-site replacement	14
2.2.5. Handling of support tickets with the manufacturer	15
2.2.6. Access to manufacturer software updates.....	16
3. Conscia Care Services Definitions	17
3.1. Definitions of terms	17
3.2. Fault prioritization	18
3.3. Service level conditions for End-of-X.....	19
4. Establishment and conditions for Conscia Care Services.....	20
4.1. Designation of contact person.....	20
4.2. Setting up the customer account in the CNS portal.....	20
4.3. Installation CNS collector (for Cisco)	20
4.4. Linking the ITSM systems (e-Bonding)	20
4.5. Use of hardware and software.....	20
4.6. Reporting.....	21
4.7. Exceptions and delimitations	21
4.8. Contractual conditions	21

4.9. Upgrade options to Conscia Assist.....	22
4.10. Additional information	22
5. Appendix A - Conscia Care Service Level Agreements	23

List of Pictures

Picture 1 Conscia Service Overview.....	6
Picture 2 Conscia Care - Service Desk Options	8
Picture 3 Conscia Care - CNS Standard Functions.....	11
Picture 4 CNS – Manufacturer Note.....	11
Picture 5 Conscia Care - Ship Options	12
Picture 6 Conscia Care - Onsite Options	14
Picture 7 Conscia Care - Billing according to expenditure	16
Picture 8 Conscia Care - Software Download.....	16

List of Tables

Table 1 Conscia Care contents	7
Table 2 Definitions of terms	17
Table 3 Fault prioritization	18
Table 4 End-of-X definition	19
Table 5 SLA	23

1. Introduction

1.1. Conscia Service Overview

This document describes the Conscia Care Service as part of Conscia's overall service portfolio. This service description explains the available service components.

Conscia Services provide support and operation of IT infrastructures for LAN, WLAN, Data Center Networking, Security and Hybrid Work environments and enable your infrastructures to be supported optimally and cost-efficiently, thereby minimizing downtimes and disruptions.

The Conscia Services provide various service functions in modular form from which you can choose how your infrastructures and your own support and operational organizations are optimally supported and supplemented.

Conscia services range from reactive hardware replacement services to proactive managed services with operational responsibility.

All Conscia services automatically include access to the Conscia CNS Service Portal. With the Conscia CNS Service Portal, we centralize and automate the entire asset lifecycle and provide all contractually agreed services in one portal.

The Conscia CNS Portal has direct connections to the manufacturer's systems and provides recommendations on available updates for hardware and software.

CNS allows the entire infrastructure to be documented and kept up to date through regular scans.

In addition, overviews of known potential security gaps within your infrastructure and information on how these can be closed are provided.

For budget planning, CNS provides information that shows which investments need to be made in subsequent years in order to keep your infrastructures at a supportable and up-to-date level.

The CNS portal is also used for all ticket and RMA processing, which can also be integrated into your own ITSM fault and asset management system.

Conscia Services Overview:



Picture 1 Conscia Service Overview

1.1. Conscia Care

Conscia Care forms the basis of all Conscia services and is to be understood as a purely reactive hardware replacement service (RMA) that supports the customer in rectifying faults in the operation of hardware.

The service is always linked to a specific hardware component, hereinafter also referred to as an "asset", and is based on a partner service from the manufacturer.

In a customer infrastructure, different assets can have different SLAs from Conscia Care and the manufacturer support. When Conscia Care is commissioned for an asset, the necessary support from the manufacturer is commissioned by Conscia and managed.

Conscia Care also includes access to the manufacturer's software download area for independent software updates and upgrades.

1.2. Conscia Assist

Conscia Assist is an extension of Conscia Care to include incident management services for fault management in the customer infrastructure, asset & lifecycle management, software support and the processing of service requests for defined service level agreements (SLA).

1.3. Conscia Premium

Conscia Premium describes our managed services for proactive monitoring and the performance of recurring services in the customer's IT infrastructure. Conscia generally assumes overall responsibility for the operation of the monitored systems.

2. Scope of services Conscia Care Service

2.1. General

Conscia Care is to be understood as a basic service for hardware and is provided exclusively for hardware owned by the customer.

This may be hardware supplied by Conscia at the current or previous time, as well as hardware supplied by third parties. In the latter case, Conscia will conduct an inventory of the assets concerned together with the customer. The serviceability and the conditions for taking over services under the Conscia Service Portfolio will be determined by Conscia in advance with the respective manufacturer.

Conscia Care is a reactive service in which Conscia supports the customer with regard to a manufacturer's hardware.

As this document is a generic service, the functionality of the respective hardware and software is not described in detail here.

2.2. Conscia Care Service content

The following overview shows the different service levels and functions currently available in Conscia Care:

Pos	Service	Conscia Care SLA	
		Essential	Enhanced
2.2.1	Conscia Service Desk - Accessible via telephone hotline, e-mail or Conscia CNS Service Portal	10x5	24x7*
2.2.2	Access to the Conscia CNS Service Portal - Standard level	included	
2.2.3	Delivery of replacement hardware (RMA)	8x5xNBD Ship	24x7x4 Ship
2.2.4	Optional: Delivery of replacement hardware (RMA) incl. on-site replacement and reconfiguration	8x5xNBD Onsite	24x7x4 Onsite
2.2.5	Handling of support tickets with the manufacturer	optional**	
2.2.6	Access to manufacturer software updates and upgrades	included	

Table 1 Conscia Care contents

* 24/7 on-call service for priority 1 and priority 2 incidents

** The handling of support tickets with the manufacturer, as well as investigations and analyses by Conscia are not part of Conscia Care. These are provided on request, without prioritization or SLA according to best effort and billed on a 15-minute basis.

2.2.1. Description Service Desk

The Conscia Service Desk is the communication center that acts as the central interface (single point of contact) between the customer and Conscia.

The task of the Service Desk is to ensure that the customer receives the agreed support as quickly as possible.

The tasks of the Conscia Service Desk include the processing of both incidents and service requests. The Conscia Service Desk is available to the customer's designated contact persons and is the first point of contact for reporting incidents and service requests.

The Service Desk can be contacted by telephone, e-mail or via the CNS Service Portal. Priority 1 and 2 incidents must always be reported by telephone

Open tickets can be viewed, requested and updated in the Conscia customer portal.

Two service times are offered for the availability of the Service Desk:

Conscia Care - Options:

- **Conscia Care Essential (10x5)** includes access to the Conscia Service Desk by phone, email and CNS customer portal from 8:00 - 18:00 CET Monday - Friday, excluding national holidays in Germany.
Conscia article number: CON-CAR-ESS
- **Conscia Care Enhanced (24x7)** includes access to the Conscia Service Desk by phone, email and CNS customer portal from 0:00 - 24:00 CET Monday - Sunday
Conscia article number: CON-CAR-ENH

Picture 2 Conscia Care - Service Desk Options

2.2.2. Description Conscia Service Portal CNS - Standard-Level

Conscia Network Services (CNS) is a pioneering solution for the lifecycle management of your IT infrastructure. The powerful software tool enables seamless linking of customer systems with the extensive manufacturer databases via a user-friendly dashboard.

CNS enables customers not only to visualize their IT infrastructure, but also to analyze it precisely. CNS provides you with automatic overviews of purchased services and the associated devices. This enables you to make well-founded decisions for efficient management.

CNS reduces the manual administration effort through automated overviews and eliminates the need for manual data management. This offers you additional security and allows you to concentrate on your core competencies.

The transparent presentation of life cycle data, software information and security gaps facilitates the creation of proof of conformity. Integration with ServiceNow enables centralized ticket management for efficient service management.

CNS addresses daily network management challenges by providing automated asset lifecycle management and comprehensive insight into the network. CNS offers you a holistic solution with centralized ticket management, ranging from security threat analysis and update recommendations to budget forecasting.

CNS revolutionizes asset lifecycle management and gives you complete control over your infrastructure. It ensures seamless compliance, maximum security and significant cost reductions.

CNS is divided into two packages, CNS Standard and CNS Best Practices:

CNS-Standard provides a comprehensive overview of your infrastructure, enables contract data to be compared with the assets in the infrastructure and provides access to proprietary data from the customer infrastructure via the CNS REST API interface.

CNS-Best-Practices is an additional function, which is available from Conscia Assist or for Conscia Premium, and provides extensive analysis functions about installed software versions, software recommendations from manufacturers and information about available and recommended security vulnerabilities for the active hardware and software.

Access to CNS Standard is available to customers around the clock.

Conscia Care includes the **CNS Standard** package.

With Conscia Care, the following basic functions are made available to the customer on the CNS customer portal as "**Standard**":

- **Search & Export**
 - Basic search
 - Product number, serial number, SLA, architecture, technology, family, status, product tags
 - Advanced search
 - Advanced search for manufacturer install site details and Excel export function
- **Incidents & Service Requests**
 - Ticket creation and management
- **CNS Compare**
 - Synchronization between service contract & collector data (if installed)

2.2.2.1. CNS Standard Dashboard Overview

When you open CNS, you access a dashboard that provides a complete overview of the installed base, broken down by the number of active assets as well as overdue and expired services. It also provides an overview of the number of assets that are due for renewal. In addition, you receive updates on best practices and an overview of the Conscia team assigned to the customer for support. The administration dashboard allows you to change passwords, manage notifications from the CNS portal and access the CNS manual.

CNS Standard offers transparency, automatic tracking of all assets and the ability to plan service strategies in advance. Implementing CNS as an integral part of your IT strategy promises an efficient and secure future for your company.

2.2.2.2. CNS Search & Export

The search & export functions allow you to perform a basic and an advanced search. With the basic search, you can search by product number, serial number and hostnames and, if required, filter by service level, architecture, technology, family, status and product tag. The advanced search contains the following additional parameters: Shipping Date, Installation Site ID, Installation Site Address, Installation Site Name, Installation Site City, Installation Site Country, Comment Search, Start Date and End Date. Excel export is possible at any time.

2.2.2.3. CNS Incidents & Service Requests

The Incidents & Service Requests module allows you to interact with your Conscia Service Operations team. Your service agreement with Conscia determines the options available, and you can manage all tickets and open new tickets directly from CNS at any time.

2.2.2.4. CNS Compare

The Compare function is a practical tool for identifying and analyzing gaps in active service coverage and actual installed bases and is also used to identify new devices in your infrastructure. The Compare function must be explicitly activated and requires a collector.

2.2.2.5. CNS Cisco CSPC Collector

The Cisco CSPC collector is a software application developed by Cisco to collect, analyze and process network data. CSPC stands for "Cisco Smart Call Home Collector". This application is used in network environments to gain comprehensive insights into the performance, configuration and security of Cisco devices.

The collector collects detailed information such as manufacturer, product number, serial number, host name, IP address, SNMP location and software version. The data is automatically integrated into CNS. The collector is optional for CNS Standard.

Conscia Care - CNS Standard Functions

- [CNS Dashboard](#)
- [CNS Search & Export](#)
- [CNS Incidents & Service Requests](#)
- [CNS Compare \(requires collector installation\)](#)

Picture 3 Conscia Care - CNS Standard Functions

Further details on CNS functionalities and the operation of the CNS dashboard can be found in the current CNS data sheet and the CNS User Guide.

Note: The individual functions and services of the CNS dashboard may vary from manufacturer to manufacturer. The available CNS functions are provided in detail for each manufacturer in advance

Picture 4 CNS – Manufacturer Note

2.2.3. Description Delivery of replacement hardware (RMA)

After the customer has determined through its own investigation that a failure was caused by malfunctioning hardware for which Conscia Care was purchased, the customer will report the failure to the Conscia Service Desk, including a full description of the failure.

As soon as the error message has been checked and confirmed by the Conscia Service Desk, Conscia will have a replacement part sent via the manufacturer to the address and contact person specified in the service contract in accordance with the agreed SLA.

The following spare parts delivery service levels are available for Conscia Care:

Conscia Care - Hardware RMA (Ship) Options:

- **Conscia Care Essential (10x5xNBD)** includes the processing of hardware replacement requests (RMA) for spare parts delivery (ship) on the Next Business Day (NBD) from 8:00 - 18:00 CET from Monday - Friday, excluding national holidays in Germany.
Conscia article number:
- **Conscia Care Enhanced (24x7x4)** includes the processing of hardware replacement requests (RMA) for spare parts delivery (ship) within 4 hours from 0:00 - 24:00 CET from Monday - Sunday
Conscia article number:

Picture 5 Conscia Care - Ship Options

Please note the following for the Conscia Care Service:

- a) The hardware spare parts are delivered:
 - for **Conscia Care Essential**, provided that the qualified error message confirmed by the Conscia Service Desk is received by 14:00 on the same working day. If the qualified error message is received after 14:00, the replacement part will be delivered on the next working day but one.
 - for **Conscia Care Enhanced**, at the latest within 4 hours from the time of the qualified error message confirmed by the Conscia Service Desk.
- b) The customer's qualified error message to the Conscia Service Desk must contain at least the following information:
 - Hardware type or product number
 - Serial number
 - Software and/or firmware version
 - Details of the hardware/software configuration with configuration file
 - Interface types and configuration
 - Error messages
 - Status of the LED displays
 - License information
- c) The physical replacement and reconfiguration of the spare part is carried out by the customer. Conscia recommends performing regular system and configuration backups. Any requested support for reconfiguration or reconfiguration (remote) will be charged on a time and material basis.

- d) The delivery of spare parts hardware is carried out in accordance with the RMA (Return Material Authorization) conditions and procedures of the respective manufacturer.
- e) As a rule, defective hardware must be returned no later than 5 working days after delivery of the replacement part. The manufacturer's return forms and procedures must be complied with. The current RMA regulations of the manufacturer will be provided to the customer by Conscia.
As a rule, the packaging of the replacement device is to be used for the return delivery unless otherwise specified and should therefore be kept at the place of installation.
- f) Any costs arising from a late or incorrect return delivery shall be charged to the customer. If no return delivery is made, the list price of new or functionally identical hardware will be charged.
- g) The ownership of the delivered spare part and the returned defective hardware shall be transferred alternately to the customer and to the manufacturer.
- h) Spare parts are usually delivered to the customer by a freight service provider. In any case, a clear address and contact person accessible by vehicle must be agreed in advance. The transportation of the spare parts from the place of delivery to the place of performance is the responsibility of the customer.
- i) Before a Conscia Care Service can be offered and concluded, a check of the geographical service availability per service level for the address of the customer location must be carried out in each case. In any case, Conscia must be informed immediately of any changes to the stored address in order to adjust the service availability if necessary and update it with the manufacturer.
- j) As a rule, used but fully functional repaired parts are used as spare parts, which have no functional limitations compared to new goods.
- k) In the case of chassis-based systems, all components contained in the chassis will not be replaced. The qualified error message must be issued down to module level.
- l) Necessary license changes or license renewals are to be carried out by the customer
- m) Accessories, cables, mounting materials, license files are excluded from the spare parts service

2.2.4. Description Delivery of replacement hardware and on-site replacement

In addition to the spare parts delivery service as described under 2.2.3, Conscia Care also offers the option of having a qualified service technician replace, connect and reactivate the supplied spare part on site using the configuration file provided.

The following spare parts delivery and replacement service levels are available for Conscia Care:

Conscia Care - Hardware RMA (Ship) & Exchange (Onsite) Options:

- **Conscia Care Essential (10x5)** includes the processing of hardware replacement (RMA) requests for spare parts delivery (ship) and on-site replacement (onsite) on the Next Business Day (NBD) from 8:00 - 18:00 CET from Monday - Friday, excluding national holidays in Germany.
Conscia article number:
- **Conscia Care Enhanced (24x7)** includes the processing of hardware replacement (RMA) requests for spare parts delivery (Ship) within 4 hours and on-site replacement (Onsite) from 0:00 - 24:00 CET from Monday - Sunday
Conscia article number:

Picture 6 Conscia Care - Onsite Options

The following should also be noted for the Conscia Care Onsite Service:

- a) The delivery of the hardware spare parts and the arrival of the service technician takes place:
 - for **Conscia Care Essential**, provided that the qualified error message confirmed by the Conscia Service Desk is received by 14:00 on the same working day. If the qualified error message is received after 14:00, the replacement part will be delivered on the next working day but one.
The arrival of the spare parts hardware and the service technician takes place in a rendezvous procedure. A simultaneous arrival cannot be guaranteed in every case. Coordination and information to the customer is provided by the Conscia Service Desk.
The hardware will be replaced on the day of delivery. If it is no longer possible to complete the replacement and configuration work on the day the spare parts are delivered, an alternative date shall be agreed or the customer shall bear any overtime that may be incurred.
 - for **Conscia Care Enhanced**, at the latest within 4 hours from the time of the qualified error message confirmed by the Conscia Service Desk.
The arrival of the spare parts hardware and the service technician takes place in a rendezvous procedure. A simultaneous arrival cannot be guaranteed in every case. Coordination and information to the customer is provided by the Conscia Service Desk.
The hardware will be replaced once the replacement hardware and service technician have arrived at the place of performance.

- b) Before a service technician arrives at the customer site, any necessary access conditions must be communicated to the Conscia Service Desk.
- c) The customer must provide access to the premises and the specific installation location for the replacement of the defective hardware. The provision of room and/or cabinet keys and accompaniment to the installation location of the defective hardware shall be carried out by the customer.
The environmental conditions for carrying out the work, such as light, space, ventilation, earthing, lightning protection, stability, ladders, climbing aids, etc. are subject to the applicable labor law regulations and must be provided and fulfilled by the customer.
- d) Work above a height of 2 meters (e.g. replacement of WLAN access points) is excluded or must be agreed and commissioned separately in advance.
- e) Special assembly tools (in addition to standard screwdriving tools) for removal and installation in racks must be provided by the customer.
- f) The cabling of the defective device must be labeled and documented to enable a smooth 1:1 replacement. Installed patch cables must not significantly hinder installation and removal or must be removed by the customer in advance.
- g) For the replacement of systems heavier than 23 kilograms, appropriate support must be provided by the customer.
- h) Other components that may be affected by the replacement at the installation site must be secured by the customer.
- i) The replacement device is usually configured by the service technician by loading a provided configuration file in machine-readable form or is transferred directly to the replacement system via a management system. Access to a management system must be provided by the customer for the service technician.
The existence of a configuration file and how it is transferred to the replacement device must be agreed in advance with the Conscia Service Desk. Any necessary license transfers must be agreed in advance.
- j) Defective hardware is returned by the customer via the manufacturer's RMA process. The service technician will not take back any defective hardware.

2.2.5. Handling of support tickets with the manufacturer

As described, Conscia Care provides a pure hardware replacement service. More in-depth technical analyses, configuration changes, design checks and/or root cause analysis (RCA) and problem management are not included in this service.

In particular, support for software-only problems with firmware, operational software, licenses, vulnerability patches, IPS signature updates and other updates and upgrades are not included in the Conscia Care Service.

If services are required that go beyond the services of a Conscia Care Service, these can be provided on request, without prioritization or SLA according to best effort. Billing is based on time and effort at 15-minute intervals.

Conscia Care - billing according to expenditure

- Authorized engineering hours during normal working hours 8:00 a.m. - 6:00 p.m., Monday-Friday, excluding national holidays
- Overtime pay:
 - Monday - Friday after 6 pm + 50%
 - Saturdays, Sundays and public holidays + 100%
- SLA: Best Effort
- Billing takes place every 15 minutes
- Work is carried out remotely

Picture 7 Conscia Care - Billing according to expenditure

These services are provided by Conscia directly or in cooperation with the manufacturer if necessary.

2.2.6. Access to manufacturer software updates

For hardware products for which Conscia Care has been purchased, these are registered with the respective manufacturer on behalf of the customer.

Access to software updates and software upgrades for firmware, operational software and/or vulnerability patches or other patches is provided directly via the manufacturer's web portals. The customer usually has to log in to the respective portal themselves. The necessary manufacturer contracts are stored or provided by Conscia.

Conscia Care - Software Download Access

- Access to manufacturer software download
- Customer registration required

Picture 8 Conscia Care - Software Download

3. Conscia Care Services Definitions

3.1. Definitions of terms

Term	Explanation
Service level	Indication of the level of service offered by Conscia
Service time	<p>Period in which Conscia provides the service:</p> <ul style="list-style-type: none"> - 10x5: The service is provided during Conscia service hours from Monday to Friday from 08:00 - 18:00. National holidays are excluded from this - 24x7: The service is provided during the Conscia service hours from Monday to Friday from 08:00 - 18:00. Outside of these times, there is an on-call service for priority 1 and priority 2 faults
Response time	The response time is defined as the time between reporting a fault to the Conscia hotline and the callback by a qualified system engineer.
Maintenance window	Period during which the service is not available due to planned maintenance work agreed with the customer.
CNS customer portal	Web portal that provides customers with tools, dashboards, service, hardware and software-related information.
Manufacturer	Producer/supplier of the hardware or software belonging to the service
NBD	Next Business Day (NBD), 8:00-18:00, Mondays to Fridays excluding national holidays in Germany.

Table 2 Definitions of terms

3.2. Fault prioritization

A fault message is prioritized within a Conscia service by classifying the damage effect of a fault.

Damage effect	Explanation
Priority 1 Critical	<ul style="list-style-type: none"> • There is a defect that prevents operation, i.e. the use of the overall system is impossible or severely restricted OR • Some departments and/or locations cannot work OR • $\geq 5\%$ of all users cannot work OR • $\geq 30\%$ of the organization is affected by performance losses OR • The situation poses a significant financial risk or threat to life. AND • A workaround is not available
Priority 2 High	<ul style="list-style-type: none"> • There is a defect that hinders operation, i.e. the use of the system is considerably restricted • 2 - 5% of all users cannot work OR • 10 - 30 % of the organization is affected by performance losses AND • A workaround is not available
Priority 3 Medium	<ul style="list-style-type: none"> • The disruption has no impact on primary business applications OR • Individual, non-critical functions do not work OR • $< 2\%$ of all users cannot work OR • $\leq 10\%$ of the organization is affected by performance losses

Table 3 Fault prioritization

3.3. Service level conditions for End-of-X

The Conscia services depend directly on the respective support level of the manufacturer, and are therefore only available in the way they are supported by the manufacturer. Depending on the life cycle status of the hardware and software, the availability of the Conscia services can be adjusted according to the table below.

Phase Life-Cycle	Manufacturer support	Conscia Support
No EoX notification	No restrictions (support according to SLA)	No restrictions (support according to SLA)
End of Sale (EoS)	No restrictions (support according to SLA)	No restrictions (support according to SLA)
End of SW support	Restriction of support - software bugs are no longer rectified.	Restriction in support/SLA - software errors can no longer be rectified. Workarounds may be possible.
End of Security Support	Additional restrictions on support - Security vulnerabilities or security deficiencies are no longer corrected in the software.	Further limitations in support/SLA according to the limitation of support by the provider. No SLA or guarantee from Conscia for the elimination or mitigation of security risks or security incidents.
End of New Support Contract	No takeover of existing service contracts or conclusion of new service contracts possible	Support is limited to the replacement of defective Hardware, if available and on a best-effort basis without reinsurance from the manufacturer on a best-effort basis
End of Support / Last Date of Support (LDOS)	No further support (hardware or software) possible from the provider.	Support is limited to the replacement of defective Hardware, if available and on a best-effort basis Basis.

Table 4 End-of-X definition

Note: The exact end-of-X definitions may vary depending on the manufacturer, but will be made transparent to the customer before the contract is concluded.

4. Establishment and conditions for Conscia Care Services

The following aspects must be taken into account when setting up Conscia Care:

4.1. Designation of contact person

The customer names the technically responsible contact persons. All potential users of the Conscia Care Service must be named in advance with their name, telephone number, e-mail address and function.

4.2. Setting up the customer account in the CNS portal

Creation of a customer account in the CNS customer portal for the customer's named contact persons. The account is set up by Conscia.

4.3. Installation CNS collector (for Cisco)

The Cisco Common Service Platform Collector (CSPC) is an SNMP-based tool that detects and collects information about the Cisco devices installed in your network. The CSPC software provides a comprehensive collection mechanism to capture various aspects of device data.

The data is used to create inventory reports, product alerts, configuration best practices, technical services, lifecycle information and many other detailed reports and analyses for both hardware and operating system software.

It is necessary to configure SNMP on all devices so that the data can be recorded automatically.

The information collected is automatically and clearly displayed in our service and lifecycle management platform CNS.

The CNS collector is installed by the customer on systems provided by the customer.

The necessary system requirements and firewall approvals are provided by Conscia (see Appendix C)

If the installation is to be carried out by Conscia, the costs will be invoiced every 15 minutes.

4.4. Linking the ITSM systems (e-Bonding)

In principle, it is possible to link the Conscia CNS Service Portal with the customer's ITSM ticket system via API interfaces in order to achieve effective integration into the customer's service processes.

Before linking the systems, a technical feasibility check and a consideration of the effort and associated costs must always be carried out.

4.5. Use of hardware and software

The customer must ensure that the hardware and software are used in accordance with the manufacturer's specifications, including environmental conditions, the use of own or third-party software and Configuration files.

If this is deviated from, Conscia will not be able to fulfill its contractual obligations. Support will then be provided to the best of Conscia's ability and any resulting additional costs to rectify the fault will be charged to the customer

If Conscia determines that such deviations have been found, Conscia will report this and give the customer the opportunity to correct it. If the correction is not made, Conscia reserves the right to discontinue the services.

4.6. Reporting

Reports on open and closed incidents can be viewed via the CNS customer portal. When hardware and software are replaced, the installed base is updated, which can be viewed via the CNS customer portal.

Report type and frequency: Online in real time for updates

4.7. Exceptions and delimitations

The following services are not part of the Conscia Care Service, but can be offered and provided separately by arrangement:

- a) Proactive maintenance or replacement services
- b) Implementation of change requests (change requests or service requests)
- c) Implementation of software updates or upgrades
- d) Provision of any necessary system hardware (CPU, memory, virtual environment) for the installation and operation of necessary software updates or software upgrades
- e) Necessary maintenance and operating services for virtual environments that are not covered by Conscia
- f) Installation of security patches and/or signature updates
- g) Monitoring hardware and software performance
- h) Advice on architecture issues or life cycle management
- i) Implementation of system backups and provision and operation of backup environments
- j) Connection of Conscia CNS to customer systems via a REST API interface
- k) Carrying out a root cause analysis (RCA) after incident processing
- l) Incident management and problem management with the manufacturer

4.8. Contractual conditions

All conditions that apply to Conscia Care are described in this document.

As Conscia is continuously developing its services, this document will be updated regularly. The latest version is available on the Conscia customer portal and is deemed to be the valid version. If changes to the service affect existing agreements, the customer will be informed in advance.

This service description applies with the purchase of a Conscia Care Service.

4.9. Upgrade options to Conscia Assist

It is possible to upgrade to Conscia Assist.

Conscia Assist is an extension of Conscia Care with services for fault management, asset / lifecycle management and for processing service requests in the customer infrastructure with defined service level agreements (SLA).

4.10. Additional information

Further information on our services, such as white papers, use cases and references, can be found at www.conscia.de or via your Conscia contact.

5. Appendix A - Conscia Care Service Level Agreements

Conscia services	Conscia Care Service Level		Remark
	Essential	Enhanced	
Service Desk			
Service Desk Availability by telephone	10x5	24x7*	*On-call service for P1 and P2 faults
Service Desk Accessibility by e-mail or Conscia customer portal CNS	10x5	10x5	
Incident Support			
Delivery of replacement hardware		4	4 hours within the service window
	NBD		NBD = Next Business Day, requires the detection of a hardware fault and the request for advance hardware replacement at the Conscia Service Desk by 14:00 at the latest Availability for replacement hardware is subject to stock levels at the manufacturer.
On-site installation of replacement hardware	O	O	For manufacturers who offer on-site services, in accordance with the manufacturer's SLA
Manufacturer support	x	x	Best effort, billing according to expenditure
Access to manufacturer software updates	x	x	
Conscia customer portal CNS standard	x	x	
x = Included; o = Optional			

Table 5 SLA