

System operation / run

We ensure that your systems and applications operate securely and smoothly. We install and provide support and maintenance for complex IT infrastructure and the applications that run on it. We assist you in any situation via remote access or on-site service.

The conditions for smooth system operation are best created already before applications are released for operational service. We achieve this by providing you with suitable development, testing and production environments.

We ensure that security-relevant components, operating systems and applications are always up to date with the current patch level, and we continuously update relevant system documentation.

With our system monitoring tools we are able to detect events and incidents early. Support cases are then managed using a state-of-the-art issue tracking system.

Our **ITIL**-compliant support organization ensures that events are handled within agreed service times and that reception, response and recovery times are met.