



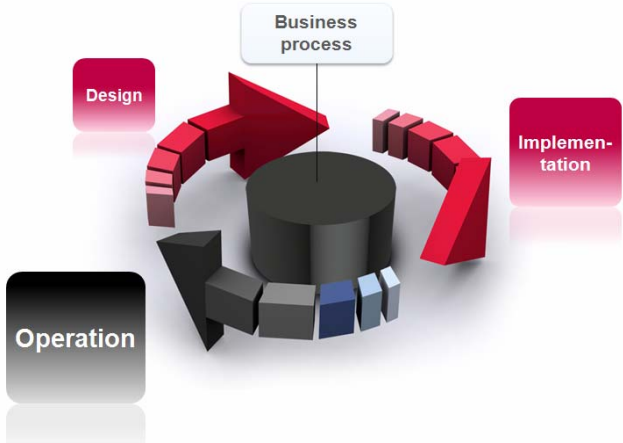
## BETTERSOLUTION: Service-orientated thinking is our philosophy

For more than 30 years customers of AFI trust in our competencies. By claiming not just to sell software, but to offer real solutions, we supply our customers according to their needs.

We make sure that every customer receives maintenance and enhancement of AFI software as well as training to make efficient use of the system.

We know from experience: The short and direct way is the best. We cultivate a steady knowledge exchange between project management, product development and support in order to react very fast and flexible on your demands and requests.

And it is also enthusiasms of every AFI employee to help you getting the best results from your solution.



We take great care for the value of your IT investments with continuous product enhancement and reasoned services.



We offer individual support packets, which are balanced to your specific needs.

We are open-minded about our customer's requests at any time. Among our international clients there are AFI-solutions, which provide mission-critical business processes at high availability - meaning at 24 hours at 7 days a week, at 365 days per year. To ensure a safe operation, we provide special service level agreements: Including on-call services, short response times and pro-active system monitoring.

And no matter when require our helpdesk: Our friendliness is available at any time for sure.

## DIRECTCONTROL: Our services are available made-to-measure

### AFI Standard Support

- Dispatch of support cases via e-mail, phone and customer portal
- Overview of all support cases and their current status in the customer portal
- Prioritization of support cases
- Error analyses and documentation of each support case
- Fixed response times
- Hotline support on weekdays\* from 8:00 a.m. to 6:00 p.m. MEZ

### AFI Premium Support and Advanced Services

- Scan services (BPO)
- Periodical reports of all support cases
- International support services (English)
- Support of all individual customizations
- SAP upgrade services on release change-over
- At call contingents of further services
- Pro-active system monitoring of productive systems
- On call support services for 24 hours a day at 365 days per year