Customer case study
Operating/Help-Desk for a well-known pharmaceutical wholesaler

Pharmaceutical wholesaler
Revenue: 3 billion

DE	**EU**	USA

Country

Germany

Service-Level Agreement (SLA)

Remote access and/or on-site access;
Monday to Friday

Performance description

When (days/time)	Employees	Taks
Monday to Friday (excl. bank holidays) from 7.00 pm until 6.00 am	1	• **Application Support/Help Desk** serving head office (HQ) and 22 branches (Bs) nationwide • **Day-end balancing** at HQ and Bs: Start off and keep a check on it • **Error console** - OPC: Keep a check on it and enter any error messages into the HP SM7 ticket system • **Special tasks:** Install new programme versions; support hardware maintenance activities **INFO:** Should the Operating/Help Desk run into problems when repairing faults, we provide a Hands-on Service and Software Support or we inform the client's staff members (e.g. administrators).
Saturdays from 6.00 am until end (usually 7.30 pm)	2	• Work through the inspections checklist (over the course of the day) • **Application Support/Help Desk** serving the branches • **Prior to start** of day-end reconciliation, reboot/change server as per list • **Day-end reconciliation** at HQ and Bs: Start off and keep a check on it • **Branches' file systems:** check that their capacity is not overstretched • **Error console** - OPC: Keep a check on it and enter any error messages into the HP SM7 ticket system • **Special tasks:** Install new programme versions; support hardware maintenance activities **INFO:** Should the Operating/Help Desk run into problems when repairing faults, we provide a Hands-on Service and Software Support or we inform the client's staff members (e.g. administrators).
Sundays and bank holidays from 8.00 am until 6.00 pm	1	• **Day-end reconciliations** at HQ, Bs, and data warehouse (DW): Has the day-end reconciliation been successfully completed? • **Branches' and data warehouse's file systems:** check that their capacity is not overstretched • **Data warehouse**: Check on the processing started up automatically: Did the programme crash? Status/completeness (what processing hasn't been done yet?) **INFO:** Should the Operating/Help Desk run into problems when repairing faults, we provide a Hands-on Service and Software Support or we inform the client's staff members (e.g. administrators).