

SLA/Maintenance features of Theobald Software GmbH

By paying a lump-sum for maintenance Theobald Software GmbH provides the following services:

<1. Support>

Support requests can be submitted via the [online support system](#). Theobald Software GmbH assures response within 1 working day. To create a support ticket, simply forward the request to support@theobald-software.com and a support ticket will be created automatically. Alternatively, you are welcome to access the [online support system](#) directly. Consulting services are not covered via the [online support system](#).

<2. Updates>

Theobald Software GmbH provides access to new versions (Updates) of the contractual software used by the customer. Updates are an improved version of the software or parts thereof (including bug fixes and patches), which replace existing and in particular defective functionalities of the contractual software, without representing an extension. The version history can be found on our [knowledgebase](#).

<3. Warranty>

Theobald Software GmbH warrants that the contractual software shall operate free from defects according to the [Online Help](#).

<4. SAP-Compatibility>

Theobald Software GmbH guarantees compatibility of the contractual software to all prospective SAP releases including service patches, provided that the SAP release or service patch is free of errors.

<About Theobald Software>

“Difficeasy – We turn difficult into easy” This is the guiding principle under which Theobald Software offers SAP interfaces for the integration of data into Microsoft environments and third-party systems for BI/analytics, as well as into databases, analytics platforms, and cloud solutions. With five subsidiaries in Europe, the US and Asia, Theobald Software is an interface specialist that serves more than 3,200 national and international clients of all sizes and across all industries.

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<We make difficult easy!>

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