Data Sheet

Software maintenance contract

BIZERBA

With your Software maintenance contract, your Bizerba software is always up to date, secure and available. Stay on top of latest IT security standards at all times and benefit from new released features from the very beginning. If service is needed, we assist you with clearly defined, KPI-based 3rd level software support. Keep your software in top condition with the Software maintenance contract at predictable, annual costs.

More information
High performance with a wide range of solutions and options.

Our services at a glance

– Provision of function and security updates for your Bizerba standard software
– Extra software functions and on-going performance optimization through upgrades
– KPI-based bug fixing with clearly defined, guaranteed response, analysis and solution times

Your benefit

You get the most out of your software solution with a Software maintenance contract. Your software is in good hands and professionally kept up to date. Through regular updates, performance continues to increase and the range of functions is constantly updated.

Latest bug fixes and patches keep your software up and running. New software standards are quickly implemented. Security updates ensure implementation of the latest IT security standards to prevent potential damage. This allows you to reduce operational risks and potential costs related to them to a minimum.

Reduce potential downtime of your systems using our fast 3rd level software support with clearly defined response, analysis and solution times. During support work, we provide, if possible, temporary workarounds which will allow you to quickly get your systems back up and running while the root cause of the issue is addressed.

A Software maintenance contract is the basis for an all-round carefree package with predictable costs for high-performance and secure Bizerba software solutions - take advantage of the productivity potential through optimized operation and supplement the Software maintenance contract with the services of the Remote support contracts and the Service cloud access contracts described below.

Options

– **Remote support contract**: Quick and affordable immediate help with up-to-date tools such as Augmented Reality to avoid on-site visits.
– **Service cloud access contract**: Keep your software solutions up-to-date and secure. Connecting your systems to our service cloud makes remote installations, configurations and updates possible. Perfectly suitable for Bizerba standard device software and the RetailApps on the devices in your stores.

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