



Supportmatrix:

Customer	First-Level	Second-Level	Third-Level
Problem	User-Helpdesk 14 employees for the support of the incident & problem management and 365 days call center • Phone Under the telephone numbers +49 611 9881670-89 and +49 6751 85378-80 there is a support hotline available incl. ACD solution and call prioritization as redundant solution across two locations. Core time: Mon-Fri from 07:00-18:00hrs direct contact the technician Outside: 24/7 call center support • Ticket system Service requests can be made online during core hours Mon-Fri 07:00-18:00hrs (registration required) https://medialine.com/helpdesk or by email support@medialine.ag as central access portal	Technical resources 28 Consultants 26 Solution Architects 28 System Engineers	partner resources Direct, seamless support through our manufacturer partnerships: Dell EMC Veeam VMware Microsoft Sophos etc.
	Quality assurance	ere	

Escalation procedures will go into effect when:

- Exceeding the contractually defined reaction time
- Critical failure and start of an emergency plan
- Serious technical fault situation or malfunction in the service process, which requires escalation from the customer's point of view

First Phase	Second Phase
In case of unavailability or unsatisfactory performance	In case of unavailability or unsatisfactory performance
If booked: Service Delivery Manager	Team Leader Support:
	Mr. Alessandro Kempka
	+49 611 9881670-516
	alessandro.kempka@medialine.ag