



## Informix Advanced Support

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*Informix product support includes the provisioning of updates and upgrades and the fixing of software defects only. Typically support requests during the daily database administration refer to installation, configuration and/or backup issues which are not part of the product support. To make sure that all of your questions around administration tasks are answered competent and quickly we have designed the Informix Advanced Support focusing on management tasks of your Informix Server.*

- Target group:** Companies using the Informix Database Server
- Precondition:** Your Informix Server is supported by IBM (valid product support)
- Services:** We support you in the following fields:
- Installation
  - Configuration
  - Migration
  - High Availability
  - Backup
  - Coaching & Consulting (via telephone)

Services are delivered Mo. – Fr. between 09.00 – 17.00 German time (except bank holidays).

**Methodology:** We support you via telephone, email, chat or, if required and technically possible, per remote access.

**Price:** Services include ½ hour per month. Costs per year (6 hrs) are 800,- Euro. Exceeding this quota additional support is charged extra (124,00 Euro per hour). Accounting is done on quarter-hourly basis. Service packages offering an alternative amount of hours are offered by request.

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