

+ Services

Customer service of the business unit PSI Energy EE

Service Desk Troubleshooting Cyber Security Proactive System Monitoring Training





Supporting the customers

In the software industry, services beyond the development of the software are very important. After successful installation of the project, smooth operation of the installed software must be ensured in order to prevent downtime, to detect possible optimization options, and to implement concrete measures for these purposes.

In order to offer these options to you, we have put together tiered support levels for your operations and production which can be adapted to your specific requirements.

Our comprehensive services are offered as individual modules for software, hardware, and training components. Together we can custom-tailor the maintenance service package you need.

Modular PSI services

- + Maintenance infrastructure
- + On-call service
- + Proactive system maintenance
- + Maintenance of third party software
- + On-call block hours
- + Hardware maintenance
- + Maintenance of the application software (PSIcontrol, PSIcommand, PSIpassage),
- + Security information service

Service desk according to ITIL

*How much valuable time does your staff need for maintenance work?
Do you only fix the problem or do you also investigate the root causes?*

The objective of ITIL is to structure IT services for best efficiency and customer friendliness based on clearly specified processes. Our processes are based on best practices according to ITIL which ensures a high degree of structured and proven IT service management.

Our PSI service teams look forward to hearing your questions and concerns. Outside normal business hours, you can obtain support by our 24/7 on-call service. This includes measures for prevention as well as effective support for troubleshooting and error resolution.

We will send you frequent reports which provide you with full transparency of the quality of your system and the services rendered by us.

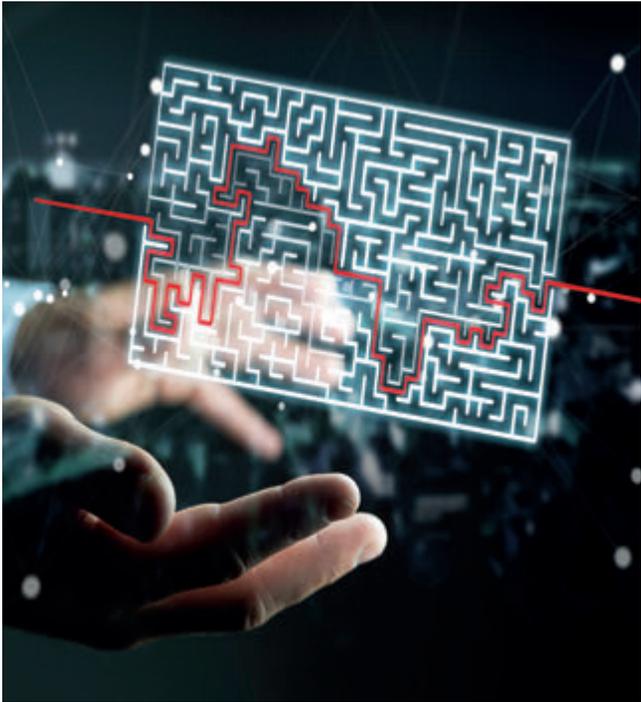
Service processes



- + Fast support
- + Quick access - no wait queues
- + All requests are tracked in ticket system
- + Tracking of the processing status
- + Internal escalation procedures (processing is guaranteed)



Troubleshooting including workaround



What damages does your company incur in case of extended system unavailability?

The objective of the troubleshooting is the fastest possible restoration of the operational usability of the system.

In case of errors, the PSI systems save a variety of information which is required for later diagnosis. This provides the basis for long-term resolution of issues and errors and avoiding recurrence in the future.

In order to restore operations, we develop and supply a workaround which is specifically tailored to the present issue. All required actions are coordinated by our experts staff and are transparently documented in the ticket system.

Services for error prevention



- + Preventive measures (problem management/continuity management)
- + Controlled and efficient adaptation of the PSI services based on the connected IT infrastructure (change management)
- + Risk management (continuity management)
- + Receiving of service requests
- + System monitoring (capacity and availability)
- + Reporting (KPI, SLA, availability)

Services during and after errors



- + Service desk 8/5 and on-call service (incident management)
- + Long-term resolution of errors (problem management/change management)
- + Emergency restoration / emergency operation (disaster recovery)
- + Cyber security

Configuration management

Do you have an overview of all service-relevant data?

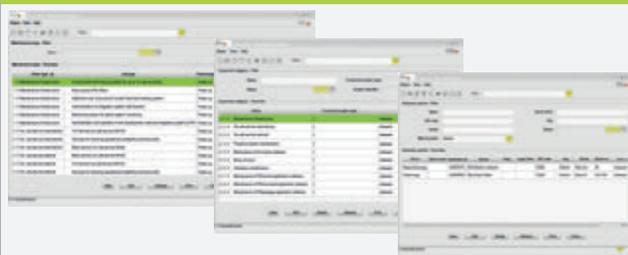
Our Configuration Management Database (CMDB) manages all customer-related data and system elements (configuration items) which are relevant for providing the services. In addition to the hardware and software inventory, the database also contains organizational and commercial information.

The CMDB is an ISMS-compliant PSI development based on the product PSicommand. It provides the service organization with a reliable tool for service support and service delivery.

As part of the service, PSI provides you with a report of the stored CIs (configuration items) upon request. You always have the complete overview.



Structure/ basic concept



- + Based on PScommand
- + Hierarchical user administration
- + Web browser access
- + ISMS compliant
- + Monitoring and documentation of the agreed services

CMDB - Increased efficiency for



- + License management
- + Life cycle management
- + Asset management
- + Configuration management

Individual security

Cyber security information service

Do get frequent and sufficient information about the current threats to your IT environment?

The ever more frequent cyber security incidents can result in significant damages. In addition to the economic losses, the reputation damages cannot be underestimated.

It is not only helpful but absolutely necessary to continuously check the IT environment based on information from reliable sources. In particular since not only you but also your customers would be affected.

The CERT-Bund distribution list of the German Federal Office for Information Security is our primary source for reliable and complete information about current security threats. PSI also receives security reports about firmware and third party software from various sources such as the Alliance for Cyber Security.

The information from these sources are included in our ongoing security analysis. They provide the knowledge about the current threat level for our systems which we forward to you immediately. This allows you to assess any risk level changes and to respond accordingly.

Cyber security service



- + Secure sources such as CERT-Bund
- + Detect and filter
- + Analyze and categorize
- + Assess and inform

A service with modular components



- + Hardware monitoring
- + Software monitoring
- + Ensuring availability
- + System security

Active system monitoring

How vulnerable are you?

Complex infrastructures consist of a variety of hardware and software components which provide significant potential for errors and attacks. The holistic system monitoring not only ensures high availability but also security-relevant compliance.

As your reliable a service provider, we monitor the PSI software, the active network components, and the SNMPv3-capable hardware as well as the respective operating systems and almost all third-party software which are installed at your locations.

A separate flyer provides more information about this service.

Competence & qualification

*Are your staff fully trained for effective operation of the PSI software?
How much overall general knowledge for efficient operation does your staff have?*

Our training program offers your staff courses for a wide range of topics about our entire product portfolio.

Our training is geared towards beginners, users of earlier systems, and users whose systems have been recently upgraded. In order to ensure focused training, the training contents are determined by the knowledge level and the job profiles of the trainees.

PSI training is conducted as standard classroom training or as workshop. You can also obtain system-specific training in order to work on solutions for specific tasks and purposes.

We provide the training at your location or our office in Aschaffenburg. The training can be held using your customized system or our most recent standard system.

Range of topics



- + Operations
- + Data engineering and parameterization
- + System engineering
- + Network applications (NA)
- + SCADA programming interface
- + Process interface
- + Reporting

Our training is designed for:



- + Users of PSI products
- + Operators
- + Specialists for ADMS and EMS applications
- + System administrators
- + Dispatchers and work schedulers
- + Mobile field crews
- + Managers with responsibility for operations or system implementation

Hardware services

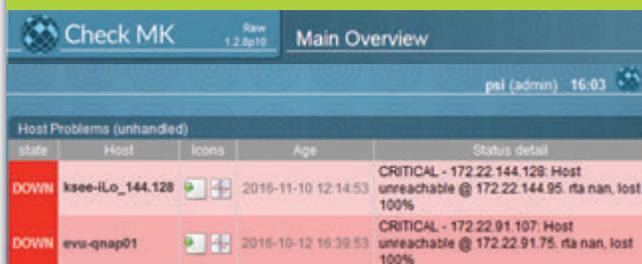
*In your estimation, how much staff do you need for continuous hardware maintenance?
Does your IT staff know whether the firmware supports all security-relevant aspects of critical infrastructure?*

Based on our long-term experience, we are familiar with your core business as well as the security requirements of your IT infrastructure. Before the roll out, PSI thoroughly analyzes all available firmware updates and security patches.

When a component fails, it must be replaced immediately. In case of failures, PSI examines your hardware for defects and supports the repair or replacement process until successful resolution.



Our services



- + Firmware update service
- + Fast installation of important cyber security patches based on your requirements
- + Troubleshooting of performance issues
- + Deployment of specialists for analysis of hardware issues
- + Handling of calls to hardware manufacturer

Your benefits



- + All firmware updates and security patches are thoroughly checked and verified
- + You can focus on your core business while we take care of your troubleshooting
- + All telecontrol devices by PSI Nentec are available as part of our partner cooperation. Regardless of third-party capabilities, the repair or exchange as needed is provided directly by the PSI group.

+ PSI Energy EE customer service



Your benefits

- + Highly qualified and competent service staff
- + Highly qualified cyber security staff
- + 24/7 system support
- + The service modules can be used as needed
- + Efficiency and transparency by structured service processes based on ITIL
- + The PSI service staff are always familiar with your software due to the close proximity to the product development and project management teams
- + On-side hardware exchange service even beyond the agreed term if needed
- + The training is usually provided by PSI staff who are familiar with your system and your network including all special features
- + Customer-specific training is always provided on the customer system

We are ISO 27001 certified

Information security is a top priority of PSI. The core values „Confidentiality, Integrity, and Availability“ are key to our internal business processes and are the basis for our commitment to our customers.

PSI operates an information security management system according to the international standard DIN ISO/IEC 27001.

- + The initial certification by TÜV Süd was issued in June 2016; the audit is repeated annually.



PSI products - efficient solutions

PSIcontrol - High performance control systems

- + Ensuring highest supply quality and best economic efficiency.



PSIcommand - Field force management

- + Dynamic system for efficient asset service for infrastructure.



PSIpassage - Network utilization management

- + Achieving maximum automation of communication, processing, monitoring, and distribution of time series for the liberalized energy market.



Would you like to find out more
about our customer service offers?

We look forward to a personal
conversation to provide you with
information and the best options for you.

... just contact us.



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