

remberg

Service Description

Implementation & Support Packages

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Anschrift

remberg GmbH
Schillerstr. 23A
80336 München

Geschäftsführung

David Hahn, Julian Borg, Cecil Wöbker

Kontakt

E-Mail: info@remberg.de
Web: <https://www.remberg.de>
Tel: +49 89 215 36192

Part I: Implementation Packages

Implementation packages are one-time services supporting the Customer during the initial rollout of the remberg platform. Packages are time-limited and conclude at the end of the respective implementation phase.

General Terms: Implementation

1. The implementation package is limited to one (1) project team and one (1) location, unless a multi-site onboarding arrangement has been agreed upon.
2. All included services are limited to the implementation phase specified in the respective package description, starting from the contract commencement date. Services not utilized within this period shall expire unless otherwise agreed in writing.
3. The Customer is required to designate a dedicated contact person who is responsible for coordinating all relevant internal stakeholders (including IT, specialist departments, technicians, etc.), participating in scheduled appointments, completing all customer-side implementation tasks, and providing all necessary information, requirements, decisions, and approvals to remberg. If the designated contact person is unavailable, the Customer must appoint a substitute.
4. remberg shall not be liable for delays or failures caused by the Customer, third parties, or events outside remberg's control.
5. Training content is limited to the general functionality of the remberg platform. Company- or team-specific internal processes and guidelines are not the responsibility of remberg; however, the Customer Success team endeavors to address individual use cases to the greatest extent possible.

6. Configuration of the remberg platform is performed by remberg within the scope of the respective package. Independent modifications made by the Customer are the Customer's own responsibility.
7. Support language (AI chat bot): multilingual. Support language (human): German and English.
8. All services not listed in this Service Description are excluded from the package scope. remberg does not undertake customer-specific development work or work on systems not provided by remberg.

Implementation Package: Self-Service

Access to self-service resources without dedicated implementation support from remberg.

Scope:

- Initial setup and configuration of the remberg platform.
- Help Center (24/7): Access to all available help articles for independent onboarding with the remberg platform. Access may be restricted to active remberg users.
- Webinar Access: Participation in remberg-hosted online webinars as available.
- Onboarding Resources: Access to onboarding materials and guides provided by remberg.
- Email / Chat Support: Support for general usage questions via support@remberg.de or the in-app chat.

Not included: Dedicated Implementation Specialist, Check-In Calls, Kick-Off Call, training sessions, Account Review, data migration.

Implementation Package: Starter

Structured implementation with accompanying specialist check-in calls.

Scope:

Includes all services of the Self-Service package, plus:

- Account Review: System review by a remberg Implementation Specialist at the end of the implementation phase (within 6 weeks from contract start). Includes an assessment of the current configuration and identification of optimization potential. The Customer receives a standardized review report.
- Specialist Check-In Calls: 2 × 30 minutes (online). One meeting at the beginning and one at the end of the implementation period. The second meeting can be used to discuss the account review report. The customer is responsible for requesting these meetings in a timely manner.

Time limit: All services are limited to 6 weeks from the contract start date. Services not utilized shall expire.

Implementation Package: Guide

Supported implementation with a dedicated Implementation Specialist.

Scope:

Includes all services of the Self-Service package, plus:

- Dedicated Implementation Specialist: A named contact from the remberg Customer Success Team for onboarding-specific topics during the implementation phase. The Implementation Specialist does not assume project management responsibilities on the Customer's side.
- Kick-Off Meeting (online, 30 min): Default biweekly setup. Alignment on objectives, joint roadmap, milestones, project team definition, and clarification of open questions.
- Specialist Check-In Calls: 6 × 30 minutes (online). Clarification of open questions to ensure adherence to the implementation plan. The schedule may deviate from the standard cycle by mutual agreement. Customer-side work packages and internal process definitions are to be completed independently between sessions.

- Account Review: System review by a remberg Implementation Specialist at the end of the implementation phase (within 12 weeks from contract start). Includes assessment of current configuration and identification of optimization potential. The Customer receives a standardized review report.

Time limit: All services are limited to 12 weeks from the contract start date.

Implementation Package: Advisor

Comprehensive implementation support for teams with complex requirements.

Scope:

Includes all services of the Guide package, with the following additions and modifications:

- Kick-Off Meeting (online, 60 min): Extended Kick-Off session replacing the 30-minute session in the Guide package.
- Specialist Check-In Calls: 12 × 30 minutes (online), replacing 6 × 30 min in the Guide package.
- User Training (online, 2 h): Customer-specific training on the use of the remberg platform. Training content covers the general functionality of the software; company- or team-specific internal processes are not the responsibility of remberg.
- Master Data Import Support: Support for questions regarding master data import and data preparation. The customer is responsible for the data import. remberg does not perform any data quality checks, data manipulation, or data merging. Transaction data (tickets, work requests, work orders, maintenance plans, files, images, etc.) is not considered master data and is not included.
- Transaction Data Import (Add-On): Work order, and maintenance plan data can be imported for an additional charge. One-time import; repetitions are not included. Data is imported as provided, without quality

review or manipulation. An effort estimate is communicated to the Customer before work begins. The effort estimate is not binding; billing is based on actual effort.

Multi-Site Onboarding: Where the Customer is implementing remberg at multiple locations, a central contact person must be designated for all sites. Site representatives may participate in scheduled sessions.

Time limit: All services are limited to 12 weeks from the contract start date.

For customers with the remberg module “Forms Management”:

Form Template Creation and Customization: Creation of an initial version of the corresponding remberg platform form template, based on structured and clearly defined customer specifications or provided reports. Modification requests to existing templates are implemented upon consolidated written submission in accordance with customer specifications and technical feasibility.

Part II: Support Packages

Support packages are recurring services that accompany the Customer throughout the ongoing use of the remberg platform. They commence on the contract start date and renew automatically unless terminated with due notice.

General Terms: Support

1. "Support Response Time" refers to the first non-automated response to an incoming non-priority general support request submitted via email or in-app chat. Support requests are generally processed on business days monday to friday (based on the Munich, Germany location), excluding national holidays and public holidays in the State of Bavaria, between 8:00 a.m. and 6:00 p.m. (CET).
2. The meeting contingent (where included in the respective package) may be requested and booked by the Customer within the agreed volume.

Unused contingent is not carried over to the following month and expires if not used. No-shows (booked appointments not cancelled) are deducted at 100% from the available contingent. Appointments cancelled less than one (1) hour before the scheduled start time are deducted at 50% from the available contingent.

3. The Customer is responsible for the independent use and maintenance of the remberg platform. remberg provides support for questions about platform usage but does not assume operational system administration on the Customer's behalf.
4. remberg does not undertake customer-specific development work or work on systems not provided by remberg.
5. remberg is not responsible for delays or failures caused by the Customer, third parties, or events outside remberg's control.
6. All services not listed in this Service Description fall outside the scope of the respective package.
7. Support language (AI chat bot): multilingual. Support language (human): German and English.

Support Package: Standard

Basic support included for all remberg customers at no additional charge.

Scope:

- Help Center (24/7): Access to the remberg Help Center with all available articles. Access may be restricted to active remberg users.
- Webinar Access: Participation in remberg-hosted online webinars.
- Email / Chat Support: Support for general usage questions via support@remberg.de or the in-app chat.
- Support Response Time: 3 business days.

Support Package: Support+

Enhanced support with a dedicated contact person and a monthly meeting contingent.

Scope:

Includes all services of the Standard package, plus:

- **Dedicated Customer Success Manager (CSM):** A named contact from the remberg Customer Success Team for product-related and usage-relevant questions.
- **Meeting Contingent:** One (1) hour per month for online meetings with the assigned CSM. The contingent may be used for consulting, process-related topics, or training. Unused contingent expires at month end (non-transferable). No-show policy as per General Terms.
- **Support Response Time:** 2 business days.

Support Package: Advanced Support

Premium support with an increased meeting contingent and a half-yearly roadmap session.

Scope:

Includes all services of the Support+ package, with the following additions and modifications:

- **Meeting Contingent:** two (2) hours per month, replacing one (1) hour in the Support+ package.
- **Half-Yearly Roadmap Session:** 1 × per half-year, online, 60 minutes. The Customer must request the session from the assigned CSM and submit scheduling proposals and specific questions in writing at least 7 days prior to the agreed date. The session provides insight into planned product development; no binding roadmap commitments are made.
- **Support Response Time:** 1 business day.

Support Package: Professional Support

Tailored enterprise support for multi-site-setup and strategic partnerships.

Scope:

Includes all services of the Advanced Support package, with the following additions and modifications:

- Meeting Contingent: four (4) hours per month, replacing two (2) hours in the Advanced Support package.
- Quarterly Business Reviews (QBR): 4 × per year, online. Strategic review of platform usage, progress, and shared objectives.
- Multi-Site Rollout Planning: Support for the planning and coordination of rollouts to multiple locations in accordance with the Professional Support Model (Service Pyramid, see below).
- Support Response Time: 4 hours (business days).

Professional Support Model (Service Pyramid): For the Professional Support package, a binding 3-tier support model is established:

- 1st Level – Power User (Plant / Site): Access exclusively via in-app chat and Help Center. No direct contact with remberg CSM.
- 2nd Level – Central / Tool Owner: Named contacts of the customer; names and contact information are provided to remberg; maximum 3 contacts. The only level with direct access to remberg CSM.
- 3rd Level – remberg CSM / Support: Accessible only through 2nd Level contacts. Responsible for complex technical issues, strategic topics, and escalations.

Part III: Add-Ons

The following services can be ordered separately during a booked implementation package (Guide or higher) or during an active support package (Support+ or higher).

General Terms: Add-Ons

- All add-on services are billed on an actual time-spent basis unless otherwise stated.
- No-shows (booked appointments not cancelled) are invoiced at 100%. If cancelled less than one (1) hour before the scheduled start, 50% of the booked time will be invoiced.
- Travel expenses will be invoiced at the actual amount incurred, subject to the following caps. The following are reimbursable: Train (2nd class; 1st class for trips of 4 hours or more), Economy class airfare (max. €400 for intra-European flights, max. €600 during trade fair periods), mid-range rental car (max. €80/day, including comprehensive insurance), car (€0.38/km), taxi (max. €50/trip), and accommodation up to €200/night including breakfast; during trade fair periods, the upper limit increases by up to €60/night. Meal allowance is reimbursed at a flat rate based on the statutory daily allowance (§ 9 (4a) EStG). Travel expenses are settled monthly in arrears; individual receipts are provided upon request.
- Where travel time exceeds 4 hours, appointments are offered on Tuesdays to Thursdays only.

Add-Ons:

- Online Meeting: Online meeting with a remberg Customer Success Manager to discuss open questions, process-related topics, or other matters requiring support. Covers actual meeting time only.
- Online Training: Customer-specific online training on the use of the remberg platform. Training content is limited to general platform functionality; company- or team-specific processes are not the responsibility of remberg.
- Individual Support: Time contingent for individual support services by remberg. Requests are reviewed for feasibility; remberg reserves the right to decline. An effort estimate is communicated to the Customer before

work begins. No development work or work on third-party systems included. The effort estimate is not binding; billing is based on actual effort.

- On-Site Training / Workshop: Customer-specific on-site training or workshop. Agenda and content individually designable. Training content is limited to general platform functionality.
- Interface Specialist: Advisory services on interfaces between remberg and third-party systems and remberg REST API topics. No programming or technical implementation of interfaces included.

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