

# rvs<sup>®</sup> SW Maintenance and Support

Secure & Reliable OFTP Communication

System Independent High Performance Internet based data communication

## rvs<sup>®</sup> family overview

rvs<sup>®</sup> is a SW product family developed by T-Systems for encoded, audit-proof and automatic transport of data between any computer platform. The rvs<sup>®</sup> SW is based on the international OFTP (ODETTE File Transfer Protocol) standard.

## rvs<sup>®</sup> service for your OFTP communication

Our team of OFTP experts is capable to back all project phases starting from the concept up to the maintenance of OFTP networks. The experience built over decades on installation, upgrade or silent roll-out of OFTP networks warrants an efficient and seamless operation of your data communication network.

## rvs<sup>®</sup> maintenance content and services

- bug fixing with Patches/Patch-Releases for supported releases
- bug fixing in documentation
- adaptation to new OS releases of HW platform
- update of Software with technical modifications
- update for older releases on request
- provision of new rvs<sup>®</sup> SW license key on HW change / SW damage

## rvs<sup>®</sup> Support Level

Support services are provided during regular working hours in Germany (Monday-Friday, 9 am – 5 pm)

### 1st Level Support

- ticket provisioning via Hotline / E-Mail
- priority assignment
- pre-analyses system data
- forward to 2nd level support

### 2nd Level Support

- detailed problem analyses
- provision of problem solutions / workarounds
- forward to 3rd level support

### 3rd Level Support

- expert analyses on development level
- bug fixing and provision of patches / releases

## rvs<sup>®</sup> Support Hotline / E-Mail

telephone: 0800 664 77 45 (Germany national call), toll free call

telephone: +49 375 606 19 902 (international call)

E-Mail: rvs-sales@t-systems.com

## rvs<sup>®</sup> product family

rvs <sup>®</sup> product line	Operation systems	OFTP1 (RFC 2204)	OFTP2 (RFC 5024)
rvs <sup>®</sup> EVO	Windows, UNIX, Linux	✓	✓
rvs <sup>®</sup> MVS	IBM-HOST, z/OS	✓	✓
rvs <sup>®</sup> Portable	Windows, UNIX, Linux, iSeries	✓	—

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