



# Blue Spice

## Service & Support



With our service and support contingent you can benefit from our services at a reduced price.

# Inhalt

01. Our Services
02. Pricing and Conditions
03. Contact us

## Our Services

*The service and support contingent offers companies the most convenient billing method and can be used for almost all of our services.*

In addition to favourable conditions, the package also includes an attractive billing cycle of 5 minutes. Choose from the following services:

### Support

- First-, second- and third-level-support for the seamless application of your software
- Online video conferencing for professional help at short notice

### Software installations

- Installations in any system environment
- Migration of MediaWiki databases
- Updates and patches for all extensions in your Bluespice wiki

### Adaptation of your system

- Configurations such as setting up the rights system
- Creation and maintenance of templates and semantic forms
- Design adaptations



## Support of Maintainers, Admins and Developers

- Help with the content design of the wiki
- Assistance with layout changes
- Help with questions about the system architecture
- Help with code development issues
- On request: monthly maintenance work on the servers

All services and expenses are recorded in a ticket system so that you retain full control.

## Pricing and Conditions

*Graduated prices, fair conditions and discount levels:  
We will be happy to advise you which package is right for you  
and how many hours you should start with.*

### At a glance:

- Services are billed in advance
- Billing cycle: 5 minutes
- Training, consulting and programming of new functions cannot be billed via the package
- Services contingents are to be called within two years

	Package Price	Hourly Rate	Discount
On-demand hourly rate		€ 125,-	
10 hours	€ 1.200,-	€ 120,-	approx. 4 %
25 hours	€ 2.900,-	€ 116,-	approx. 7 %
50 hours	€ 5.500,-	€ 110,-	approx. 12 %

## Contact us

***Do you have any questions or would you like advice?***  
*We are happy to take the time for your individual request.  
Free of charge and without obligation.*

Your contact person: Angelika Müller

Hallo Welt! GmbH • PO Box (Postfach) 11 02 09 • 93015 Regensburg

E-Mail [sales@bluespice.com](mailto:sales@bluespice.com)

Telephone +49 (0)941 660 80 197

Telefax +49 (0)941 660 80 189

Website [www.bluespice.com](http://www.bluespice.com)

## More than 80.000 downloads in 160 countries.

BlueSpice is a brand of Hallo Welt! GmbH, Germany's leading service provider for MediaWiki solutions. Our company was founded to make the technology and concepts of Wikipedia usable for companies. That's why we have been developing the collaborative knowledge management system BlueSpice since 2007. The platform is now used in more than 160 countries worldwide with over 80,000 downloads.

With our growing team of around 18 employees, we develop solutions for knowledge and quality management, IT- and technical documentation as well as organization manuals and wiki-based customer service and support solutions. By providing a complete and relevant set of accompanying services, we ensure that wiki projects are carried out in a structured manner. We consistently focus on open source software and are one of the world's leading providers and consultants for MediaWiki.

