

Offer

for

**ITSM Process Library
for the Signavio Process Manager**

from

Dipl.-Ing. Walter Abel Management Consulting

Hauptplatz 34/8A

A-2070 Retz

- subsequently called WAMC -

Quote - ID:	V2.1.S - online
Author:	Dipl.-Ing. Walter Abel
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**Dipl.-Ing. Walter Abel
Management Consulting**

Hauptplatz 34/8A

A-2070 Retz

Tel.: +43 1 92912 65

Fax: +43 1 92912 66

Email: office@walter-abel.at

Place of Jurisdiction: Vienna, Austria

Dear Prospect!

Thank you for your interest in our ITSM Process Library for the Signavio Process Manager. For this reason we are pleased to provide you the attached

OFFER

1.) Scope of delivery

ITSM Process Library as Signavio - Archive (.sgx) in German or English or multilingual (German and English) version for Signavio Process Manager, for download consisting of:

- ITSM Processes according to ISO 20000 and ITIL® 4 modelled in BPMN 2.0
- Embedded role descriptions ready for job advertisement
- Embedded checklists for:
 - Service Desk and Incident Management
 - Problem Management
 - Change Management
 - Release Management
 - Configuration Management
 - Service Level Management
 - Availability Management
 - Capacity Management
 - IT Service Continuity Management
- Everlasting access to the ITSM document archive of WAMC

Not included are the necessary Signavio Process Manager-licenses.

The ITSM Process Library is an as is tool to be adapted to the customer's requirements and specific process details, thus no update service makes sense and hence it is not included in the software license.

2.) Available versions

Following versions are available:

- ITSM Process Library German version in Signavio format (.sgx)
- ITSM Process Library British English version in Signavio format (.sgx)
- ITSM Process Library American English version in Signavio format (.sgx)
- ITSM Process Library multilingual (German and British English, German as leading language) in Signavio format (.sgx) - in case British English is set in Signavio workspace
- ITSM Process Library multilingual (German and American English, German as leading language) in Signavio format (.sgx) - in case American English is set in Signavio workspace
- ITSM Process Library multilingual (German and British English, English as leading language) in Signavio format (.sgx) - in case British English is set in Signavio workspace
- ITSM Process Library multilingual (German and American English, English as leading language) in Signavio format (.sgx) - in case American English is set in Signavio workspace

3.) Document Update Service

Connected with the ITSM Process Library is an everlasting access to the ITSM document archive of WAMC. It contains all actual accompanying documents (Templates, Checklists, aso.) both in editable original format (.docx respective .xlsx) and in .pdf-format. This archive is growing continuously.

Thus, it is ensured that each customer of the ITSM process Library has access to all actual documents independent from the individual date of purchase.

4.) Price

The onetime fee for an everlasting unlimited number of users per company is

- € 3.990.- excl. VAT for the ITSM Process Library one language (German or English) in Signavio format (.sgx).
- € 5.990.- excl. VAT for the ITSM Process Library multilingual (German and English or English and German) in Signavio - Format (.sgx).

Please indicate the desired version in the order form, respective select the version when online buying. Supplies within the European Union will be invoiced without VAT in case of presenting a valid VAT ID.

5.) Delivery

After receiving of the payment from the customer the customer will be provided a download link for the ITSM Process Library including all embedded documents (in pdf-format) normally within one business day but latest within 3 business days.

In case of online-buying delivery is performed by Digistore24, the download link will be provided automatically.

6.) Reference

WAMC is entitled to use the customer as reference after placement of the order.

7.) Standard terms and conditions

Integrated and inseparable parts of this contract are the Terms of Use for ITSM Process Library (attachment A.).

8.) Validity

This offer is valid until December 31st, 2022.

9.) Concluding clauses

- Changes and amendments to this contract have to be done in writing including disclaimer of the written form.
- Salvatorian Clause: If one or more of the contractual terms are or become ineffective, the parties to this contract are obliged to substitute the ineffective terms by effective ones, which have nearly the same economical effect and the parties reasonably would have accepted the contract with the new clause(s).
- This contract is based on Austrian law. Place of jurisdiction is Vienna, Austria.

We hope to serve you in the future and look forward to the pleasure of receiving your order!

Best regards

**Dipl.-Ing. Walter Abel
Management Consulting**



Dipl.-Ing. Walter Abel
Managing Director

Attachments: A) Terms of Use for ITSM Process Library
B) Order form