



mammut SERVICES

mammut assistance contracts LION

Detailed advice on products and projects is part of our customer service! In order to provide you with excellent support, even after installation, we offer you various service packages.

mammut SERVICE basic

- 1 update via remote access, installation included
- 12 x 5 minutes of telephone assistance

mammut SERVICE silver

- 2 updates via remote access, installation included
- 12 x 5 minutes of telephone assistance

mammut SERVICE gold

- Unlimited updates
- 1 day presence, installation included
- Unlimited phone support

mammut SERVICE gold with country-module

- Unlimited updates
- 1 day presence, installation included
- Unlimited phone support
- All updates for ISO 20022 schemes





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Support card for assistance by telephone concerning our mammut products

You can't call on 0900 numbers or you just want to have telephone support provided? With support points, you get access to our hotline at attractive conditions and can so avoid unnecessary waiting.

Support card		Price in CHF
Support card with 12 points	12x5 minutes of telephone support One support point has the value of 5 minutes of assistance (CHF 19.00 per point)	228.00

*all prices excl. VAT

Care fee for software updates

With the care fee, you can order all software updates free of charge.

15% care fee
15% of the total license cost (annual fee)

For any further information, our consultants are at your disposal.