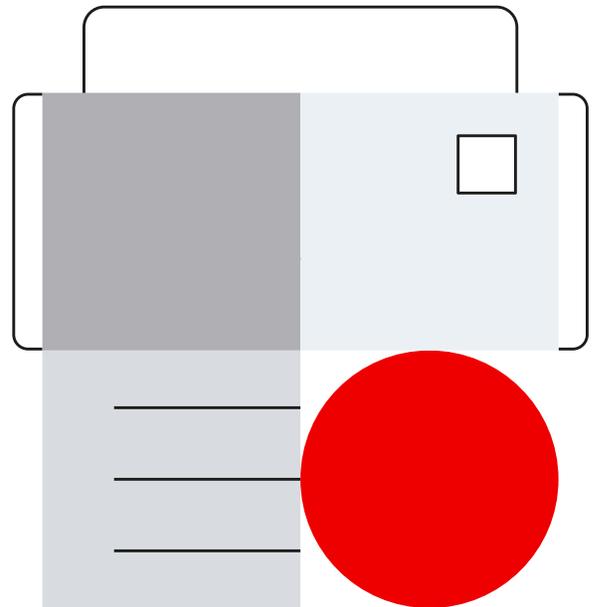# Retarus Service Management

Version 2026 / 01

Overview

Retarus Service Management provides enhanced, personalized support for selected services, helping Retarus Customers to continuously improve the efficiency, quality, and profitability of their business processes.

Each Service Manager supports only a limited number of Customers to ensure maximum focus and quality. Throughout the entire contract term, Service Management works proactively with the Customer to ensure they get the most out of their Retarus services.

Service Management Packages

Essential Package (included in SLA Premier)	Advanced Package (contains Essential Package plus)
Assigned Service Manager	Dedicated Service Manager
Monthly Service Management Report	Enhanced Ticket Overview & Optimization
Escalation & Request Coordination	SLA Monitoring
Quarterly Standard Service Reviews	Quarterly Enhanced Service Reviews

Essential Package

Assigned Service Manager
Assigned contacts for all service-related topics - from operational questions and tickets to process improvements and service expansion.

Monthly Service Management Report
Monthly service management report covering service performance, tickets, KPIs, and utilization, including coordination of activities and documentation.

Escalation & Request Coordination
Active communication, and support in the event of escalations. Coordination between all stakeholders to ensure fast and reliable processing. Support for implemented changes and proactive handling of maintenance tasks.

Quarterly Standard Service Reviews
Quarterly ½ hour remote Service Review Meeting, including service analysis and review of open topics.

Advanced Package

Includes all services of the Essential Package, plus:

Dedicated Service Manager
Single Point of Contact for all service-related topics - from operational questions and tickets to process improvements and service expansion.

Enhanced Ticket Overview & Optimization
Regular status overview of all open tickets for full transparency.

SLA Monitoring
Proactive monitoring and supervision of agreed Service Level.

Quarterly Enhanced Service Reviews
Quarterly 1-hour remote Service Review Meeting with in-depth analysis, review and prioritization of open topics, and alignment on new requirements and improvements.