

# From the workshop to quiet operations.

We do not roll out Stilla as boxed software. A forward deployed engineer from Eywo runs the discovery workshop with you, prepares the roadmap and takes the rollout all the way to day-to-day operations. After that we look after support, updates and further development.

| 01                                                                                                    | 02                                                                                  | 03                                                                                       | 04                                                                                 |
|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <b>Implementation</b>                                                                                 | <b>Development</b>                                                                  | <b>Operational support</b>                                                               | <b>Updates</b>                                                                     |
| Discovery workshop, a rollout roadmap and a forward deployed engineer who carries the technical side. | Further data sources, integrations and process changes tailored to your operations. | Tickets via the support widget or email, P1–P4 priorities and response times by edition. | New features and security fixes continuously – in the cloud and on your OpenShift. |

## Implementation

We run the rollout in the Adoption roadmap module inside Stilla. The plan, tasks, decisions and the benefits achieved are visible to both sides and to the steering committee.

| 01                                                                                                                                            | 02                                                                                                                          | 03                                                                                                              | 04                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Discovery workshop</b>                                                                                                                     | <b>Roadmap</b>                                                                                                              | <b>Delivery in waves</b>                                                                                        | <b>Governance and handover</b>                                                                                                                 |
| One or two days with the FDE: goals with measurable KPIs, the current state of nine areas, data availability, deployment profile and modules. | Priorities by impact and effort, waves Foundation → Quick wins → Expansion → Optimisation, tasks with owners and due dates. | Each module is a workstream with a task template, a milestone and readiness checks that Stilla verifies itself. | The steering committee decides at the end of each phase (go / with conditions / no-go) and tracks KPIs and slippage against the approved plan. |

Indicative wave length: Foundation 2–3 weeks, Quick wins 4–7 weeks, Expansion 4–6 weeks, Optimisation 3–4 weeks. The actual plan is agreed in the workshop.

## Who does what

| Eywo (FDE)                                                                                                                                                                                                                         | Client                                                                                                                                                                                                                                   | Together                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>— runs the workshop and prepares the roadmap</li> <li>— connects SSO, monitoring and data sources</li> <li>— configures modules, workflows and rules</li> <li>— trains key users</li> </ul> | <ul style="list-style-type: none"> <li>— project lead and service owners</li> <li>— provides data: CMDB, services, teams, contracts</li> <li>— confirms owners, maintenance windows and SLAs</li> <li>— decides on priorities</li> </ul> | <ul style="list-style-type: none"> <li>— pilot on a selected service</li> <li>— KPI measurement and review</li> <li>— steering committee at the end of each phase</li> <li>— handover to day-to-day operations</li> </ul> |

## What you get

- A rollout roadmap in Stilla with phases, workstreams, milestones and tasks
- Goals with KPIs: baseline, target and weekly measured progress
- Configured modules, roles, RACI, workflows and notifications
- Connected data sources and a populated CMDB
- Trained key users and administrators
- A steering committee report for every period

# Operational support

We accept tickets in any language via the support widget or by email. The P1–P4 priority sets the response time by edition.

|                        | STANDARD                 | BUSINESS                                      | ENTERPRISE                                                  |
|------------------------|--------------------------|-----------------------------------------------|-------------------------------------------------------------|
| Support hours          | business days 8:00–17:00 | business days 8:00–17:00; P1 daily 7:00–22:00 | P1 around the clock (24×7); others business days 8:00–17:00 |
| Response P1 – critical | 4 h                      | 2 h                                           | 1 h                                                         |
| Response P2 – high     | 8 business hours         | 8 business hours                              | 4 business hours                                            |
| Response P3 and P4     | 2 business days          | 2 business days                               | 1 business day                                              |
| Channels               | support widget, email    | support widget, email                         | support widget, email, phone for P1                         |
| Regular review         | —                        | quarterly                                     | monthly, with a named contact                               |

Proposed support levels; binding terms are set by the contract. Response times run within support hours (CET). When Stilla runs on your OpenShift, we support the application, not your infrastructure.

## Updates

Updates and security fixes are included in the subscription of every edition.

### Cloud (SaaS)

Eywo deploys new versions continuously. Database migrations run automatically and versioned; data stays in the EU.

### Your OpenShift

A new container image – built in the cluster or a ready-made image for environments without internet access. Database migrations run on start-up.

### Security fixes

Critical fixes are released with priority, outside the regular release cycle.

### Process changes

We tell administrators in advance about changes that affect how users work.

## Development

Stilla adapts to your operations without programming on your side. You order development as needed and agree scope and price up front.

### Connectors and imports

Further CMDB sources for your environment and conversion of cost exports to FOCUS.

### Integrations

Monitoring, vulnerability scanners, identity, email and Slack; sync with a primary CMDB via external IDs (Enterprise).

### Processes and reports

Workflows, change models, the request catalogue, notification templates, the price list and saved analyses.

### New features

Requests from pilots shape the product roadmap. What is in preparation we say openly and do not sell as finished.

## What the subscription covers and what is ordered separately

### In the subscription

- Operational support by edition
- Updates and security fixes
- Operation in the Eywo cloud (SaaS)

### On order

- Discovery workshop and roadmap
- Forward deployed engineer during rollout
- Connectors, integrations and customisations
- Training beyond the rollout

We quote implementation and development after the discovery workshop, based on scope.

### Start with a discovery workshop.

In one or two days you know what Stilla will change in your operations, in what order and what you need for it.

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