

# YOU ASK. WE DELIVER.

**LOBSTER'S SERVICE AND DELIVERY MODELS.  
FLEXIBILITY TO THE MAX!**



**COMPLETE FLEXIBILITY. ONLY WITH LOBSTER.**

- **No matter how.**

All-round. Flexibility. On your way to the cloud. Change your service level as your individual needs change. On-premise. Private cloud. Or iPaaS solution. Maybe a mix of all three? Whatever you need. Self-service. Mapping services & consulting. Or simply Managed services.

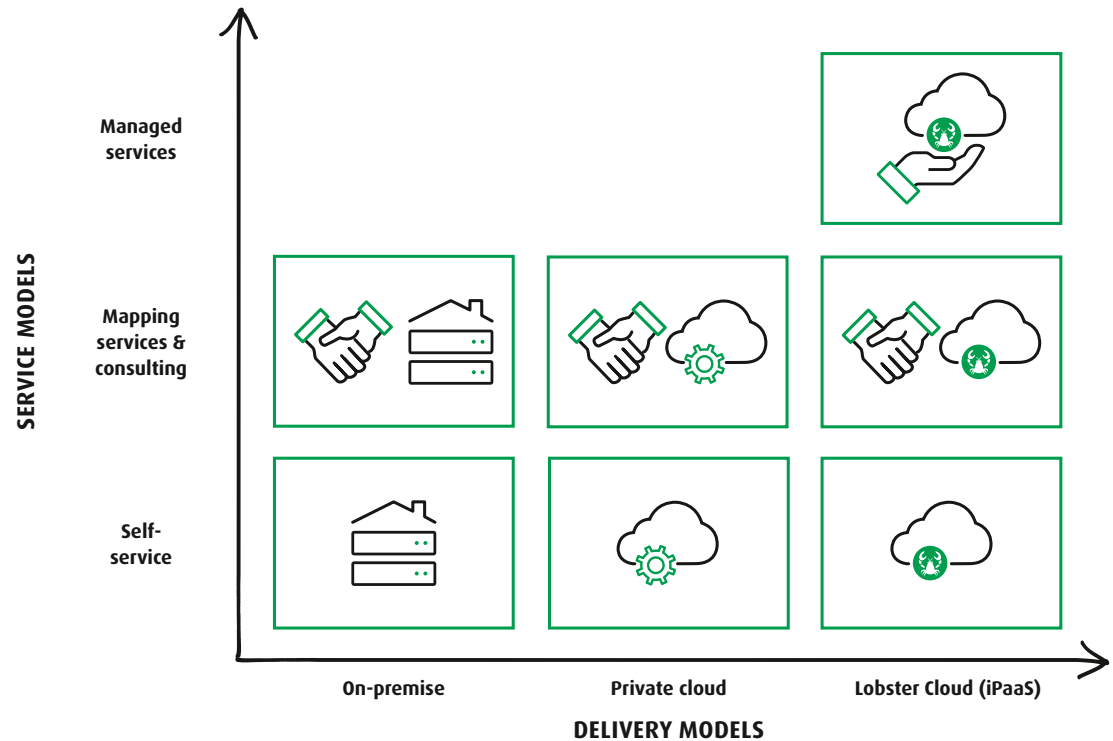
- **No matter where.**

You're wanting to use Lobster at different locations? In different countries? Not a problem. Each individual location can opt for the solution that works best for its specific set-up. Configured solutions (interfaces, workflows) can also be shared to avoid doubling up on workload. No worries.

- **No matter when.**

Choose your service and delivery model today. And be adapting it to your requirements by tomorrow. It's that easy.

Unlimited possibilities. Complete security of investment. Easy as pie. See for yourself:



## JUST THE SUPPORT YOU WERE LOOKING FOR: OUR SERVICE MODELS.



### Self-service

You'll be implementing all digitalisation requirements yourself in no time, thanks to our preconfigured modules. No prior knowledge of programming necessary. Just a two-day training course. And you're off. The benefits speak for themselves: Your process and data experts can drive projects independently. Gone are the days of having to laboriously accommodate different partners. So you can now progress your automation strategy faster and more cost-effectively.

Sign up for a free test account on our website today!

[information@lobster.de](mailto:information@lobster.de)



### Consulting/Projects

Many of our customers are looking to manage all their system operations from A to Z, but don't always have the necessary internal resources to ensure all projects go to plan. This is where we come in! Your dedicated Lobster Consultant will take care of setting everything up according to your requirements. They'll also be on hand to help answer any questions you may have on how to best implement projects, based on our many years of experience in process automation and integration.

Why not give it a try for a project or two?

[information@lobster.de](mailto:information@lobster.de)



### Managed services

We'll take care of your interfaces and process automation. All you have to do is stay focussed on your core business. And when all is said and done: Your processes will still be completely transparent, so you can easily operate the configured solutions at any time, allowing you to take care of future modifications in-house.

Get in touch to learn more about our service solutions!

[managed-services@lobster.de](mailto:managed-services@lobster.de)



### Logistics Cloud

Cloud. Clever. Community. Lobster's Logistics Cloud is a neutral platform with low barriers to entry, aimed at shippers, forwarders, carriers, customs and third parties. Made by the industry for the industry. The platform acts as a global and multimodal solution for exchanging transport data between all supply chain participants enabling maximum transparency and automation. Across companies. Transparent. In real time.

Keen to learn more? Schedule your personal consultation today!

[logistics.cloud@lobster.de](mailto:logistics.cloud@lobster.de)

## WHATEVER YOU NEED. OUR SERVICE PACKAGES.

		On-premise/ Private cloud	Lobster iPaaS	Managed services	Lobster Logistics Cloud (Vertical cloud)
Configuration	Business partner management				
	Processes and interfaces	◐	◐	●	◐
	Change management				
Operations	Processes: Monitoring and incident resolution				
	Mappings: Monitoring and incident resolution	◐	◐	●	●
	Communication: Monitoring and incident resolution				
System	Database: Operations and maintenance				
	Release management				
	Operating system: Operations and maintenance	◐	●	●	●
	Infrastructure: Operations and maintenance				

- Lobster's responsibility
- ◐ Your responsibility
- ◑ Lobster's or your responsibility

### YOU WANT TO GET INVOLVED? NOT A PROBLEM!

Get in touch! We'll supply the technological building blocks to create your vision.

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# Lobster