

Support Services At-a-Glance

Nothing is ever perfect! And technology most certainly is not! With our comprehensive service and support, you have the right partner on your side in problem situations. We will not leave you in the lurch with your IT solutions .

An Overview of our Support Services:

- software maintenance
- helpdesk services standard 5x24
- helpdesk services module 5x24 and 7x24
- remote and onsite services

In addition, we conduct regular user meetings for our maintenance customers and issue a newsletter.

Software Maintenance Service

The software maintenance service ensures that you and your product remain up to date.

- receive and deal with product errors and call in the supplier if necessary
- provide patches and bug fixes
- provide new versions, which are approved by the manufacturer

Remote Service

If the corresponding security requirements are present, remote access is established to the system being maintained. This enables fast and direct error handling and problem solutions. Costly on-site interventions can be avoided to a large extent. The costs for setting up and carrying out this service are charged according to the current pricelist. The preconditions for this service are existing software maintenance and helpdesk service agreements

Onsite Service

We offer onsite service that quickly and simply helps with various problems. Examples of onsite interventions are error analysis, troubleshooting and configuration support.

All onsite work, even in conjunction with existing software maintenance and helpdesk service agreements, is charged according to the current price list for services. Onsite work is only carried out when specifically requested and agreed to by the customer.

Ostermundigen	+41 31 560 35 35
Zurich	+41 44 455 60 81
Carouge	+41 22 732 16 27
Support	+41 31 560 35 40

BUSINESS HOURS

Standard Hotline

Mo - Fr 08:00am - 12:00am
13:30pm - 17:00pm

Extended Hotline 5x24 / 7x24

Mo - Fr 00:00 - 24:00
Mo - So 00:00 - 24:00

Note

No availability on Swiss federal holidays (except through extended helpdesk hours).

Whenever
you **need us,**
we are **there for you.**
That's a promise!

Helpdesk Standard

The Following Are Included in the Helpdesk Service:

- telephone support for operating problems
- telephone support for configuration problems
- regular newsletter
- regular user meetings

Helpdesk Standard

Module	Reaction Time	Availability	Description
HD	4 hours	Mo - Fr 8am - 12am 2pm - 5pm	Conditions: an existing software maintenance services agreement is required.
HD2	2 hours	Mo - Fr 8am - 12am 2pm - 5pm	Services: guaranteed response time within four respectively two hours, expanded service, user meetings and newsletter.

Helpdesk Extended

Module	Reaction Time	Availability	Description
HD - 5x24	4 hours	Mo-Fr 00:00 - 24:00	Conditions: an existing software maintenance services agreement is required.
HD2 - 5x24	2 hours	Mo-Fr 00:00 - 24:00	
HD - 7x24	4 hours	Mo-So 00:00 - 24:00	Services: guaranteed response time within four respectively 2twohours, expanded service, user meetings and newsletter.
HD2 - 7x24	2 hours	Mo-So 00:00 - 24:00	

**Looking for more information about optimization of your support services?
Please contact us.**

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