

MAINTENANCE & SUPPORT

Close & Available

The philosophy we take at each phase of the client relationship relies on these two values: being close and available for our customers.

We want our clients to feel that we are part of their teams, even when the implementation project is ended.

We ensure the "RUN" with on for our customers.

We are very careful to offer our customers professional services in order to:

- > run upgrades, updates for critical or complex IT platforms or applications, apply patches
- > solve potential 1st and 2nd level IT issues and support our customers, including escalation to the vendor
- > customize specific support level case to y case

MAINTENANCE

The maintenance of management software is included in the solutions we propose. We work along with you at each upgrade and update by validating that you have been duly informed of the update periods and their process.

In case of business-related software, we ensure that the coordination between the management platform and these tools is done smoothly without interrupting your activity.



SUPPORT

Several options are possible. They are defined at the initial phase of the project and are described in a SLA contract - Service Level Agreement.

As per your budget and need, it gives to you access to support options: 24/7 (24 hours a day, every day), 24/5 (24 hours a day, 5 working days a week), 8/5 (8 working hours, 5 working days a week).

