

VERAX SYSTEMS

Support Services Overview

Verax Systems delivers **technical support** and maintenance services to meet the highest of expectations.

Verax Systems currently maintains and supports software in Europe and Asia and is able to offer off the shelf support packages or customized **Service Level Agreements (SLA)** in order to meet your individual needs on either a recurring or time and materials basis.

Worldwide

Plano, TX (U.S.A.)
Newton Abbot (England)
Dublin (Ireland)
Poznań (Poland)
Munich (Germany)

office@veraxsystems.com

About us

Verax Systems is a software product & solution provider specializing in network management, application monitoring and operations support systems. Our engineering team offers a superb combination of technical expertise and project delivery experience with major enterprises.

Support service offering

Technical support and maintenance services provided by Verax Systems include:

- **Reported incident** and problem management.
- **Pro-active** monitoring of supported systems, allowing for early-stage issue detection, before it becomes harmful.
- **Capacity and availability** monitoring.
- Installation of applications and networks **updates**.
- Preparation of periodical **reports** providing information about supported system performance.

Service level agreements (SLA)

SLA targets at Verax Systems are characterized by the following parameters:

- **Time to acknowledge** (TTA) – the time between when an issue is reported by a Customer and receipt confirmation is sent by Verax staff member along with a tracking id.
- **Time to respond** (TTR) – the time between when an issue is reported by a Customer and a plan is formed to address the issue.
- **Time to workaround** (TTW, if possible).
- **Time to fix** (TTF) – time from when an issue was originally **reported** to the moment when it has been resolved.
- **Reporting frequency** (RF) – frequency describing how often a status report is sent to the Customer.

How do we do it?

Support and maintenance services delivered by Verax Systems are based on a number of IT systems:

- Issues can be reported **via e-mail, phone** or a form on the Verax Systems **website**.
- Verax Systems employs a **VoIP call center** to ensure that support calls are always received.

- Each received issue is logged into a tracking system and given a unique identifier.
- Each issue update causes an automatic e-mail to be sent to a relevant customer representative.
- Our Customer portal allows monitoring and tracking of customer issues using a user-friendly, web-based interface.

Verax Systems measures **SLA-compliance** and sends **periodic reports** to its Customers. Optionally, for mission critical systems we provide **on-line, hosted application and network monitoring managed service** with the Verax NMS:

www.veraxsystems.com/en/products/nms

Benefits and advantages

The most important benefits of support and maintenance services provided by Verax Systems result from:

- A complete set of SLA packages suiting virtually any customer needs.
- Flexibility to alter service terms and conditions for particular Customer needs and requirements.
- Up to 24/7 reliable support.
- Well-defined support procedures.
- Automated progress communication via e-mail and our Customer portal.
- SLA measurement and reporting.
- Proven and audited security policy and VPN infrastructure for safe access to remote locations.
- Proven track record in delivering support services to companies in Europe and Asia.

Verax Systems' experience, expertise and reliability of support and maintenance give our Customers the opportunity to focus on other strategic and long term projects.

Why choose Verax Systems?

Rising to the market challenges, Verax Systems has grown to be a forerunner in providing support and maintenance services with a reputation for excellence both in technology and customer satisfaction.

In order to learn more about our services and products, visit us at www.veraxsystems.com.