

Engagis Support Services



Support Services

ESSENTIAL Support

(Phone & Email Support)

The Essential Support package provides phone and email support across your Digital Network where the Engagis support specialist will aim to resolve the case on the phone. Any on-site technical support is an optional extra.

Essential Support provides:

- Telephone and Email support
- Access to trained Digital Media specialists
- 24/7 support
- SLA calculated on business days Monday to Friday, 8am to 6pm

RECOMMENDED FOR SINGLE-SITE NETWORKS

ENTERPRISE Support

(All Essential Support Features plus On-Site Support & Hardware Management)

The Enterprise Support package is an add-on to the Essential Support package. If an Engagis support specialist is unable to resolve the case on the phone remotely, Engagis will send a technician to site for resolution at no extra charge.

Enterprise Support provides:

- All standard Essential Support features, plus:
- Priority routing of cases
- Free on-site technical/warranty support
- Pro-active management of your support case in accordance with signed SLA

RECOMMENDED FOR MULTI-SITE NETWORKS



Support

- ISO 9001:2015, ISO 14001:2015, AS 4801:2001 Accredited
 - Documented quality and process reviews
 - Continuous improvement
- 99% solution uptime, 99.9% CMS uptime
 - Even though we operate in complex customer networks our proactive support and high quality technical resolutions continually improve and strengthen deployed solutions
- 24 x 7 phone and email
 - Technical teams available 24/7 365 days
- World class SLAs
 - Response, resolution and on site SLAs
 - Best of class CRM
 - NetSuite is an industry leader providing comprehensive case logging and customer interactivity tools



Support

- Proactive monitoring, we detect and resolve issues the customer does not see
 - Maximise uptime
 - Ensure connectivity so content updates are downloaded
 - Business critical and high profile solutions checked hourly
- Comprehensive, customisable, real time, online reporting
 - Direct access to Engagis CRM
 - Full reporting capability on all case statistics including types, numbers and SLAs
 - Customisable date ranges
- Technical teams on first contact, no call centres
 - Expedited resolution times
- End to end responsibility
 - Full root cause analysis and preventative measures implemented
- World class hardware management and shipping standards
 - Staging and shipping SLAs
 - Customer inventory management and storage with serialised tracking
 - Proactive notification of minimum stock levels
 - Proactive ordering and stock level management
 - Technically trained team for staging and testing

