

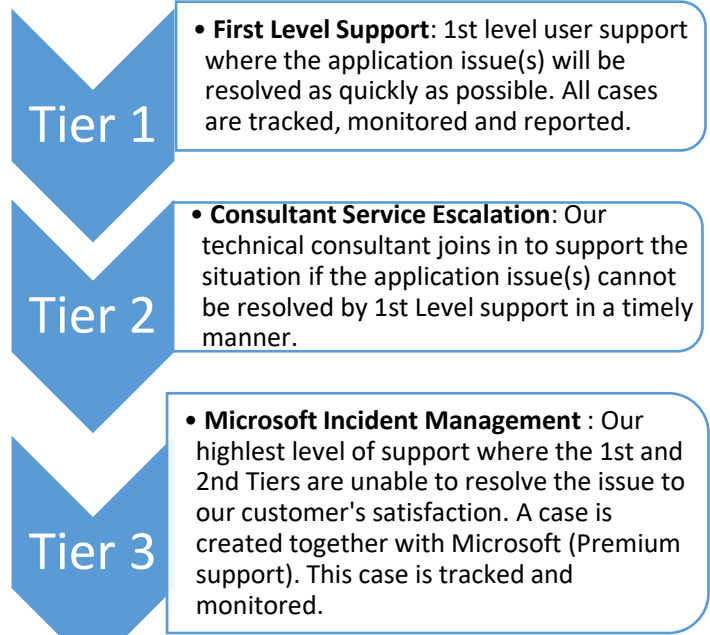
Call Center

Customer Support

Providing technical and functional support, and proactive customer service. Customer Support to solve immediate user needs will keep your users productive.

Escalated Customer Service

- 2nd Tier support services are provided by senior technical consultants. Customer support service is a proactive function performed by our escalations team (senior consultants) to resolve immediate and long-term customer support needs. As a global Microsoft partner, we have direct access to Microsoft Premium support



Customer Success - 7 Days x 14 Hours

- Engage with users with an attitude of prompt and quality service
- Being there for them with answers and issue resolution when they need it the most -- to keep productive.
- Offering different channels for users to connect -- providing responsive and proactive (when escalation is needed) customer support. "We are working together to achieve your short and long-term goals."

7 days a week, between hours of 08:00 - 22:00 (including statutory holidays). We are providing professional 1st Tier service to our customers to maintain maximum productivity.

