



POST DESIGN SERVICE CONTRACT

Many monitoring projects fail to achieve the expected level of success due to post-delivery problems. The Drallim Service Desk helps to eliminate these problems by ensuring that you get the right level of support. The result is the preservation of the equipment's operational capability, reliability and maintainability, reducing long-term costs.

MAINTENANCE

- Keeping your systems up to date to ensure the ongoing success of your Monitoring system.
- Choose between full and shared maintenance.
 - o Full maintenance: Drallim will undertake all system maintenance and monitoring
 - o Shared maintenance: We will work with you to define a Service Level Agreement with appropriate response times for initial response, progress updates and issue resolution.

TRAINING

- We offer individually designed instructor-led training and education; this ranges from basic system diagnostics up to advanced system maintenance.
- Can be carried out in our purpose built training facilities or at customer site.



TECHNICAL SUPPORT

- The Drallim Service desk is well established, with an experienced and dedicated support team.
- Close liaison between customers and suppliers ensures that peak performance and maximum reliability is maintained by modification, component upgrades and new software developments.
- Regular reviews are carried out on all support contracts to ensure that the agreed service levels are being met.

REMOTE ACCESS SYSTEM SUPPORT

- Reduce the time and cost of system issues by allowing Drallim to remotely support the central Monitoring System.
- Extensive experience with a multitude of remote support packages including, Windows Terminal Services, VNC and PC Anywhere over both VPN and dial-up connection

POST DESIGN SERVICES FOR THE REMOTE MONITORING SYSTEM

The Drallim Group
Leading innovators in technology and quality