



eye-share Support

Get help when you need it with eye-share Support

Continuous support and monitoring is crucial for any business wanting to succeed in a constantly growing and increasingly demanding market. It helps employees to avoid unexpected operational disruption to their systems and downtime and errors that could lead to serious consequences for any business are minimised. Having a support agreement in place increases the chance of success throughout the organisation.

DIFFERENT NEEDS

The right support is so important to your success that it should be available whenever you need it, any way you need it. That is why we offer all our customers professional help through eye-share Support.

eye-share's standard Support Agreement represents the most economical version of our technical user support, helping your employees on a day-to-day basis. However, we know that different businesses have different needs, which is why we are offering an addition to the standard agreement and a range of optional extras in order to meet each individual business' needs for support. It is thus up to you to decide what level of support your business needs.

Please see the list on the back for a more detailed overview of what is included in the standard agreement and what optional add-ons are available.

KEY FUNCTIONS:

- Access to our support centre
- Follow-up and tracking of all issues
- Predictability with regard to costs
- Priority as a support customer
- Guaranteed response times for certain issues (SLA requirement)
- Less administration
- Troubleshooting and rectification
- User support included

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eye-share Support - Standard agreement

- **Access to support consultants via Internet or telephone**
Support is available eight hours a day, five days a week, from 08.00 to 16.00 (Norwegian time) via our support system quick-share or our helpline

- **Priority**
We prioritise customers with whom we have support agreements. In addition, cases are prioritised based on important and rush assignments are given top priority

- **Troubleshooting and rectification**
Our consultants are there to help you if something goes wrong

- **Fast technical response**
When you report an issue of critical importance to your production, we guarantee you a response within four hours

- **Remote connection for diagnosis**
In order to be able to support you on various matters, our consultants are able to connect to your system remotely to assist and help you solve the problem

- **eye-share web based support**
Support issues can be registered in our web based support system at any time and all related information is logged and made available to you and eye-share's experts

- **Proactive communication**
Quick-share gives you access to up-to-date information about the eye-share software, new versions, tips and ideas, documentation, etc

- **User support**
Get answers to all your eye-share user questions

Optional add-ons to the eye-share Support Agreement

- **Extended opening hours**
Support is available through our helpline from 07.00 to 20.00 Monday to Friday

- **One point of contact**
A dedicated eye-share consultant will handle and follow-up all issues relating to you as a customer

- **Continuous installation of hotfix and upgrades**
eye-share will provide information on and install all service packs, hotfix and upgrades as these are released. This is included in the agreement and ensures that our customers' software is always up to date

- **Audit and optimisation of the operating environment**
As part of the agreement, qualified eye-share consultants will perform an audit and optimisation of the operating environment once a year, the results of which will be documented in a written report

- **Audit and optimisation of the eye-share application**
As part of the agreement, qualified eye-share consultants will perform an audit and optimisation of the eye-share application and your usage of it once a year, the results of which will be documented in a report.