



**Prevas** | The value of a well-functioning business.



# We prevent and solve problems.

**The development time for new products, as well as product life cycles, are becoming shorter all the time. It is necessary to keep on the cutting edge of technology and be able to quickly produce and launch new products.**

In order to succeed with this, it is important to have in place a guaranteed high level of accessibility to the tools required at all stages – from initial concept to final product. Prevas Customer Support has the task of providing security and “peace of mind” to customers through the carefully designed support services that it offers.

## FOCUS ON SAFETY OF OPERATION

What effect does downtime have on a business where production is critical? What would be the consequences of downtime to a company focused on development activities, where time-to-market is the most critical factor? These are examples of issues we consider when designing strong, customer-oriented support solutions for companies in various sectors. Our service concept aims at both preventing and solving problems in order to provide the highest possible guarantee on the customer's safety of operation.

## SUPPORT ACTIVITIES ARE CENTRAL TO THE PREVAS BUSINESS CONCEPT.

Our goal is to always be able to offer our customers well-functioning support services for the solutions that we deliver. High accessibility and fast and professional case management are prioritized goals. We have several years of experience working process-oriented in accordance with ITIL - a best practice framework for delivering cost-effective IT services operation and support of the highest quality. Prevas Customer Support strives to work together/ in close proximity with the customer in order to provide advice about solutions and development options. By doing so, we can create greater customer advantage on systems that have already been delivered.





# Feel confident with our support.

**Within the framework of Prevas Support, we have collected several services that apply to administration, operations, maintenance and use of the systems and products that we deliver to our customers. The goal is to be able to offer our customers support agreements with a great deal of flexibility and an ability to meet each of the customer's specific needs.**

## SUPPORT AGREEMENTS

Our customer care program allows you to select from various support levels based on the needs that you have regarding accessibility, as well as the complexity of the delivered solution. In an environment where operations and accessibility are critical, we offer both 24-hour support and preventative support.

## MANAGE

If you require a guarantee that it will be possible to use your application or solution following an upgrade to e.g. a new version of an operating system or other important aspects of the operating environment, we can offer you the option of letting us take over responsibility for administration. This provides you with a guarantee that you will be able to effectively use the application or solution that you invested in for a long period of time.

## RESPONSIBILITY FOR OPERATIONS

With Prevas Customer Support as responsible for the operations of your application and environment, you are always guaranteed a high level of accessibility. Another significant advantage is our quick, well-defined escalation processes, which make you feel extra secure in handing over responsibility for operations to us. For certain products and applications, we are also able to offer ASP services.

## COMPLETE RESPONSIBILITY

Our support centers are able to offer complete responsibility for your entire operating environment. If problems arise, you only need to make one phone call – to Prevas.





# Support programs for various needs.

**In order to determine what is the best support solution for you, please contact us and we will conduct a review of your business.**

Our support engineers have extensive experience in quickly identifying and preventing potential problem areas. Prevas Customer Support has different levels of support agreements to ensure a high level of accessibility for your product or solution. You can choose one of the programs listed below, based on the importance of safety of operation for your environment, the requirement you have for accessibility and the complexity of the delivered application.



## BASIC CARE

Within three business days of having reported an error to Prevas Customer Support you will obtain an answer and assistance with your product (solution).

**Included in the agreement:**

- Email support
- Response time, 1-3 business days
- During regular business hours 08.00 17.00

**WHO CHOOSES BASIC CARE?**

Basic Care (Administration) is intended for users who want assurance that they will receive professional administration of their application during regular business hours.

## SILVER CARE

You will obtain access to one of our support engineers within four hours of having contacted Prevas Customer Support, during regular business hours.

**Included in the agreement:**

- Telephone support
- Fault correction
- Electronic connection
- 4-hour response time
- During regular business hours 08.00 –17.00

**WHO CHOOSES SILVER CARE?**

Silver Care is intended for users who have an ordinary operating environment and want a guarantee that they can obtain assistance during regular business hours.

## GOLD CARE

You will obtain access to one of our support engineers within four hours of having contacted Prevas Customer Support, Monday through Friday, around the clock.

**Included in the agreement:**

- Telephone support
- Fault correction
- Electronic connection
- 4-hour response time
- 24-hours weekdays

**WHO CHOOSES GOLD CARE?**

Gold Care is intended for users who have higher demands for accessibility and who want a guarantee that they will obtain assistance at any time of day, Monday through Friday.

## PLATINUM CARE

We guarantee that you will obtain assistance from a support engineer within one hour of having contacted us, every day, around the clock.

**Included in the agreement:**

- Telephone support
- Fault correction
- Electronic connection
- 1-hour response time
- 24-hours year round
- Preventative support
- Follow-up meetings

**WHO CHOOSES PLATINUM CARE?**

Platinum Care is intended for users where safety of operation for the environment is critical and where there are extremely high demands on accessibility.





At Prevas, we take pride in always making sure that our customers have a high level of accessibility to the products and solutions that we deliver.



**For more information  
contact us:**

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**Prevas** | **Hello Possibility.**

Prevas is a development hub with ingenuity at its core. With a high technical competence and a deep business understanding, we help customers from a wide variety of industries benefit through continuous technological innovation. Good for people, planet, and profit. Prevas was established in 1985 and currently employs 600 people in Sweden, Denmark and Norway. Prevas is listed on NASDAQ Stockholm since 1998.