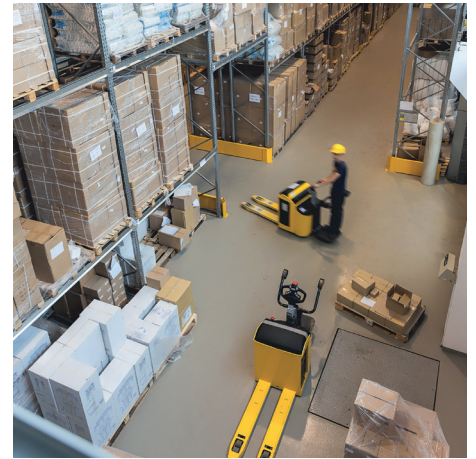


# Prevas Basic Care – Long term safety.



Many of the products Prevas develops with and for their customers have high quality demands and many times have very long life cycles. The value of being able to sign a support agreement on long term basis, where we secure a supply of competence and fast responses in order to provide for stability and safety, is big for a customer. With Basic Care, Prevas can offer a safe and long term solution that increases the products durability and creates added value for the market.

## 2:D LINE SUPPORT

Basic Care entitles you to free telephone counseling. You can get in contact with our experienced engineers via mail during office hours 08:00 – 17:00 Monday-Friday. We will start troubleshooting within 3 days and give you a guaranteed response within 24 hours. Your issues are tracked and traced in our tracking system.

## 3:D LINE SUPPORT (Management)

Prevas takes responsibility for your product or system in a professional way, by managing and administrating a constructional foundation, functional documentation, source code, and all program documentation. We can also provide a configured environment for your products/ systems, to assure development, testing, and simulations. And we can maintain contact with any third party to obtain further help or highlight various issues.

With Basic Care we have a quick way of getting started if there is a need for implementing minor changes or add on's or eventual corrections, that are not comprehended by warranty.

## OTHER SUPPORT LEVELS

Har du högre krav på tillgänglighet eller kortare svarstider så rekommenderar vi dig ett Silver Care avtal.

Support levels we offer:

- Basic Care
- Silver Care
- Gold Care
- Platinum Care

## CONTACT:

Phone: 021-360 19 00

E-mail: [customercare@prevas.se](mailto:customercare@prevas.se)

[www.prevas.se](http://www.prevas.se)