

Prevas Silver Care – For high availability during daytime.



With a Silver Care contract you are entitled to software support for your system or product during office hours. Silver Care gives you a high availability for your product/system and you can get in touch with our dedicated support engineers if you have any questions or problems. Within four (4) hours from when you contact Prevas Customer Support, you will get in contact with one of our support engineers.

TELEPHONE COUNSELING

If you have questions or want help with troubleshooting, regarding the use of your system or product, you have the right to free telephone counseling with our educated and experienced support personnel.

FAULT CORRECTIONS AND PATCHES

Identified faults are reported to Prevas Customer Support and results in corrective measures. Patches and updates are sent to you automatically along with eventual corrections that are not comprehended by warranty.

ELECTRONIC SUPPORT

For an efficient and fast response, we are using "electronic support" *, where we connect to your system via internet portal or VPN.

*) Assumingly Prevas Support is allowed access to the customers' network.

OTHER SUPPORT LEVELS

If you have higher demands on SLA (Service Level Agreement), we recommend you to take a look at the Gold Care and Platinum Care levels.

Support levels we offer:

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

CONTACT:

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