

# Prevas Platinum Care

## – For extremely high demands on availability.



The Platinum Care level of support is adapted for customers with very high demands on safety of operations and accessibility and wants a short response time to minimize downtime in a system. Within minutes, you'll get in touch with a support engineer who can help you with your questions and problems. We guarantee that you, within no more than an hour from when you contact us, will get in touch with a support engineer that can start working on your case.

### TELEPHONE COUNSELING

If you have questions or want help with troubleshooting, regarding the use of your system or product, the Platinum level gives you 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.

### PREVENTIVE SUPPORT

With a Platinum Care agreement you're assigned a dedicated technician who is specially informed about your solution and business, to be able to suggest improvements and advice regarding the use of the system/product.

### ELECTRONIC SUPPORT

For an efficient and fast response, we are using

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

"electronic support" \*, where we connect to your system via internet portal or VPN.

### FOLLOW-UP MEETINGS

Follow-up meetings may be held up to three times a year, on which we discuss the use of the solution and follow up on issues and reported faults during the period between meetings.

### PLATINUM CARE 24X7X365

With a Platinum Care 24x7 you are guaranteed a high availability and service 24 hours a day all days of the year

Support levels we offer:

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

### CONTACT:

Phone: 021-360 19 00

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

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

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