



## AGRESSO SUPPORT

The assistance to keep your Agresso solution running

*As a business-critical system, it is vital that the day-to-day operation at your Agresso solution is as efficient as possible. It must also continue to meet your business needs and be available when you need it to be*

Agresso Pty Limited has two key support service offerings for your Agresso solution: Application Support Service and Technical Support Service, to help you achieve the levels of performance and continuity your business requires.

We provide ourselves on delivering friendly, professional, effective assistance via our Sydney - based support centre to enable customers to gain the maximum benefits from the Agresso solution.

### A highly skilled team

Our support Services are delivered by highly skilled and motivated Support Consultants whose aim is to help you resolve any queries or issues you may experience with your Agresso solution – quickly and efficiently. Our Support Consultants combine a wealth of expertise to help you.

In particular they have:

- Broad experience and understanding of the real-life situations in which Agresso solutions are used
- In-depth knowledge of each application and module
- Extensive know-how in identifying, diagnosing and solving application and technical issues
- Access to other product experts throughout the world
- Target guidelines within which we aim to respond to calls
- The authority to take ownership of your support call
- The commitment to providing ongoing communication and updates to you regarding the status of your call if it cannot be resolved immediately.

There are several ways to get help from our Support Teams:

#### Secure Support Website

Available 24 hours a day, 7 days a week, our web-based Support Desk system enables you to log new calls, track progress, add additional information, and close calls.

<http://support.agresso.com.au>

#### Logs calls via e-mail

Our special support e-mail address is [support@agresso.com.au](mailto:support@agresso.com.au)

#### Logs over the phone

You can log any priority 1 calls by simply calling +61 2 8570 9090

#### Continuous softwares improvements

As an application Support Customer, you will also receive free access to all the continuous improvements we make to the Agresso solutions, such as new functionality releases and patch updates.

#### Contact us

For more information on our Support Service please contact us at any time.

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