



Agresso Australia Support

The assistance to keep your Agresso solution running

Customer care is vital to any organisation's success. Agresso Australia puts the objective of providing excellent customer care and service ahead of all other operational objectives. We know that you, as a customer, have put a lot of trust in Agresso when you choosing AGRESSO Business World (AGRESSO) as your enterprise system. It is important to us to be worthy of this trust day by day and to help you achieve both your business goals and maximum benefit from our software.

As a business-critical system, it is vital that the day-to-day operation of 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 Australia has two key support service offerings for your AGRESSO solution:

- Application Support Service
- Technical Support Service

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

A highly skilled team

Our support services are delivered by highly skilled and motivated skilled consultants whose aim is to help our client to resolve any queries or issues that they may experience with their AGRESSO solution – quickly and efficiently. Our Support Consultants combine a wealth of expertise to help you.

In particular they have:

- Broad experience and deep understanding of AGRESSO
- In-depth knowledge of each module
- Extensive know-how in identifying, diagnosing and solving application and technical issues
- Access to other product experts throughout the world
- Direct access to the software developer
- Targeted response time
- We take ownership of your support call
- The commitment to providing ongoing communication and updates to you regarding the status of your through our online portal

How to lodge your support call

Secure Support Website – Available 24 hours a day, 7 days a week. Our web-based support desk system enables you to log new calls anytime, track progress, add additional information and close calls.

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

Via Email – Our special support e-mail address is support@agresso.com.au

Over the phone – you can log any priority 1 calls by simply calling +61 2 8570 9090

Continuous Software 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.

www.agresso.com.au