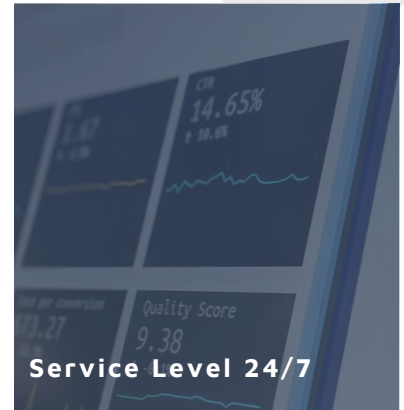
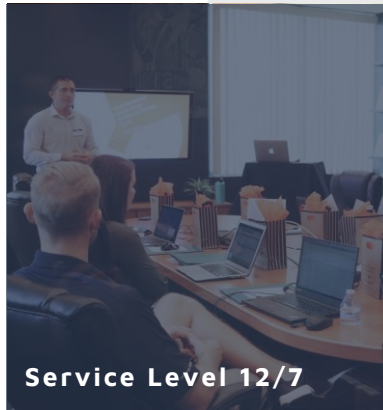


Support & Service Levels



Service Level 8/5

The bisonaire support levels include different availability and response times. You can choose individually at which times we are available for you.



Benefits

- ✓ Support hotline to receive your customer inquiries
- ✓ Research, diagnose, and identify solutions to resolve system issues.
- ✓ Modern issue tracking, prioritization and fast customer service
- ✓ Track and manage your support tickets in one central view via personal access in our ticket system
- ✓ Minimum average response time for your requests
- ✓ **Personal contact with German- and English-speaking support**
- ✓ **Support requests by phone or mail**
- ✓ **Well-established support team across all support levels**
- ✓ **Response times of 1h, 4h, 6h and if required individually adaptable to your needs**
- ✓ Guaranteed response times based on your posted priority
- ✓ Choice of different support levels (L1, L2, L3) based on the ITIL Service Value System
- ✓ Many years of experience in production and supply chain management environment

Contact us:

Markus Pöhler – CEO

+49 731 493707 10

markus.poebler@bisonaire.com

MAKE A
DIFFERENCE

