

## **6 PROVIDE COMMITMENT OF TECHNICAL SUPPORT TO FULL SATISFACTION OF A CLIENT UP TO THE FINALIZATION OF THE PROJECT. CONTINUES HIGH LEVEL SUPPORT ON MAINTENANCE AND ENHANCEMENT OF ALL SYSTEMS**

VisionWave take the significance of customer service as the core of the business. We work systematically and use the agile approach. We have a dedicate line for urgent support calls that needs immediate attention, support emails are routed to our case management system which we use to track support calls. All support calls are inspected by professional individuals who are highly skilled. the more complex calls are escalated to high level professionals.

During the UAT and deployment phase we document the technical and knowledge-based information together with hand over document and admin user guide. Our aim is to walk with the client from the initial phase through to the final stages of the project.

The SLA document will detail the processes and expectations. We have adapted a new model of measuring our turnaround time not only by the number of supports calls we get and resolve, but how well we assist and make sure the initiator is satisfied with the service. Our support service includes but not limited to,

- Daily checks of the system availability
- Storage logs
- Database storage
- User access (Including external),
- Audit history maintenance
- Security