



# Customer Care

With Customer Care, we offer you and your employees a central point of contact for all of your ICT-related questions and issues. We adapt our modular service structure to fit your needs.

Rely on rapid ICT support that expertly resolves issues on the spot and around the clock if necessary – within Switzerland and beyond. Our products and services are available as a complete package or in the form of modules that can be combined in a targeted manner, according to you and your organisation’s requirements. With Customer Care, you can focus on your core business. Lighten the load on your employees. Reduce downtime. In short, help your company run smoothly. For your customers’ sake.

### Comprehensive ICT support

Thanks to Customer Care, your employees receive fast, expert support for all issues related to your ICT infrastructure. From simple questions about product operation to complex configuration problems, our specialists are there to help.

### One point of contact for all questions

A single ICT Service Desk handles all requests and ensures that your issue is processed or forwarded to

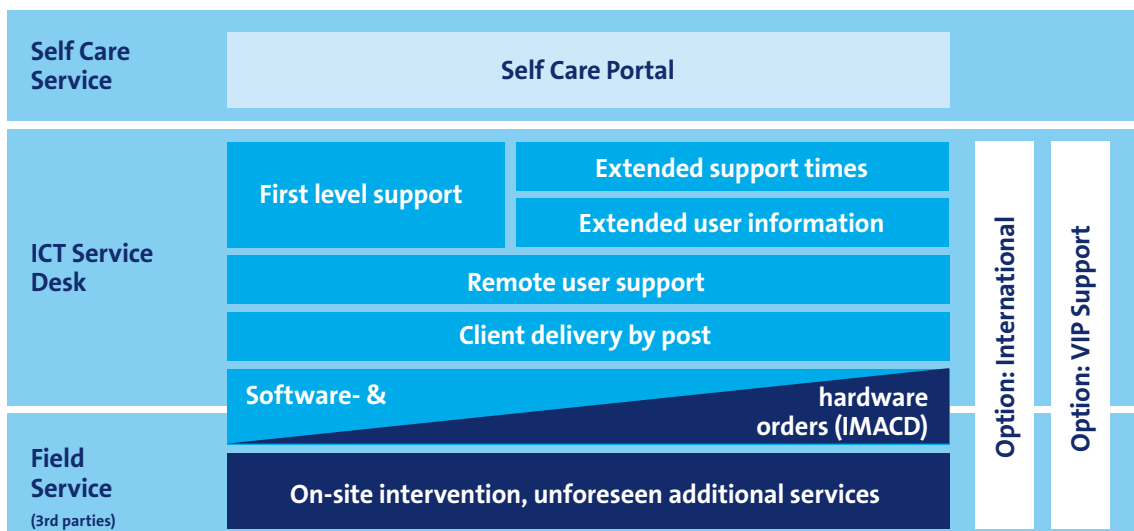
the right place immediately. You decide whether you want this central service point to be available around the clock or at certain times defined by you.

### From remote support to on-site intervention

Support is conducted by telephone and, if necessary, through on-site intervention – worldwide. You can always add additional individual services to our Customer Care basic package as needed – up to our full service package, for which you outsource your entire ICT support to us.

### Our services at a glance

- > **Reception.** One point of contact for all issues. Around the clock, or at the times you choose. Multilingual and international.
- > **Solution.** Your issue is processed or forwarded right away. Assistance and support until the issue is resolved. Including quality control.
- > **Intervention.** Professional service technicians intervene at your location. Worldwide. With guaranteed service quality.



## Facts & figures

### Our services in detail

Customer Care has a modular structure so that you can make optimal use of our services – precisely according to the needs of your organisation. Three levels with optionally combinable components are available.

- > **(1) Self Care Portal.** In a first step, your employees find answers to their questions themselves. The Self Care Portal is attractively designed and intuitive to use. The solution catalogue is continuously updated based on incoming messages. Having employees independently resolve their issues keeps costs down.
- > **(2) ICT Service Desk.** Our support is available to you through a central service point. You determine the hours and scope of the support. We guarantee a uniformly high quality of service. Within Switzerland and beyond.
- > **(3) Field Service.** We're also there to provide international on-site support and technical services for your ICT infrastructure. This includes setting up new workstations, moves from one location to another, upgrades or changes to hardware and software as well as the environmentally sound dismantling of devices. Fast on-site support ensures the productivity of your employees is not affected.

### Our services

#### Self Care Portal

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| <b>ICT Service Desk</b> | <ul style="list-style-type: none"> <li>&gt; Central service point</li> <li>&gt; Extended support times</li> <li>&gt; Extended user information</li> <li>&gt; Remote user support</li> <li>&gt; Client delivery by post</li> </ul> |
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| <b>Field Service</b> | <ul style="list-style-type: none"> <li>&gt; Support</li> <li>&gt; Set-up</li> <li>&gt; Moving</li> <li>&gt; Upgrades and changes</li> <li>&gt; Dismantling and disposal</li> </ul> |
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| <b>VIP Service</b> | <ul style="list-style-type: none"> <li>&gt; Dedicated telephone number for priority service</li> <li>&gt; Specially trained specialists</li> <li>&gt; On-site intervention</li> </ul> |
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### For your benefit

- > **Solution-oriented.** Your employees know whom to contact when they need support. The Self Care Portal and the central ICT Service Desk provide confidence and deliver solutions.
- > **Economical.** Your employees have access to expert support at all times, thereby ensuring that downtime can be avoided. This minimises both costs and frustration.
- > **Targeted.** By outsourcing your ICT support to us, you lighten the load on your staff and make their work more productive, allowing you to focus on your core business.
- > **Secure.** You can rely on a service level that guarantees around-the-clock service if needed. Optimally tailored to your requirements and contractually guaranteed.