



Support Services

Neoxen SELECT

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What kind of support do we offer?

Our support services are at your disposal via [Neoxen SELECT](#)-contract.

The contract defines the whole support process, service levels, response times, software assurance, etc.

We provide full set of support services for all platforms and products we deliver.

Documented change management and reporting keeps you constantly updated.

All your support and change requests are managed and securely accessed also by you!

Each request has a unique identifier and a documented process for it's whole life cycle.

Model: Second Line Support

- Your end users rely on your own Help Desk
- Your Help Desk operates with our Support Services



Benefits:

- All the e-learning related matters (substance) remains in your full control.
- You have full oversight and understanding how the service is used, what kind of support is requested, what areas need to be further developed, how the expenses are divided, etc.

Subscription fee contains



Availability of support personnel according to SELECT Contract – with guaranteed response times (“Support Services”)



No-cost maintenance and support services defined in the SELECT Contract – with Software Assurance (“Maintenance Services”)



The Content of the Service

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As a SELECT customer you have:



**Customer
Care Center
service portal**



**Direct phone
support**



Email support



**Support
Services
Manual**

Structure of the Support Portal



Public area containing service descriptions and other general material.



Customer specific private area (Online Support Services) – requires login.



Online Support Services

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Online Support Services



- Private secure area for managing all customer requests.
- Each request has a unique ID, life cycle and workflow.



- You can file requests directly and follow their progress and status.



- You receive a monthly summary report of your requests.

Further information

- [Customer Care Center](#)
- **Online Support Services**
- [SELECT Contract](#)
- **Support Services Manual (Online)**
- [Neoxen Process Model](#)

Contact

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