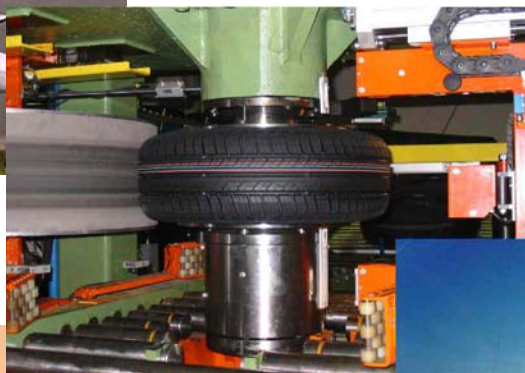


Remote Service & Support

solutions for the real world



Technical Support
and Maintenance
Services Programs

Remote Service and Support

Technical Support and Maintenance Services

Competitive edge, superior quality, smooth run and regular maintenance - they all add up to the successful operation of the complex distributed systems, as the national monitoring networks, airport weather systems and process control systems.

MicroStep-MIS offers wide range of support options to his customers which suit any budget and resources.

Standard Support Services

Standard Support Services include Software Updates and Product Support when customer needs it.

Software Updates provide you with rights to install latest released product upgrade, maintenance releases, download patches and latest documentation including selected 3rd party software components. Product Support provides you with technical assistance for the installed products via email or telephone. Reply is given within 48 hours.

Advanced Support Services

Advanced Support Services include Remote Assistance and On-Site Service. Remote Assistance provides you with online maintenance and assistance via internet connection. Whenever you need to have installed new release or patch product, you can keep the work on Support Centre. When you need to solve critical problem quickly, our Support Centre will connect via internet to your system and solve or assist you to manage situation. Remote Assistance includes regular system monitoring via status emails, periodic maintenance and system tuning. Updating of software with newer MicroStep-MIS products and regular monitoring is included for up to selected number of workdays within support period.

In addition to the MicroStep-MIS Technical Support and Maintenance Services, MicroStep-MIS offers the maintenance and service solutions (for example IMS Service PC) for building of a customer service centers as an integrated part of the selected products lines.

MicroStep-MIS Service Center

