Novotek

Support & Maintenance Services

The Novotek Solutions team is on hand to support your operation with a wealth of experience and system knowledge.

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Support & Maintenance

Collaborate with subject matter experts who are familiar with your systems can mean the difference between getting back up and running quickly and experiencing costly extended downtime.

The Novotek Solutions team is on hand to support your operation with a wealth of experience and system knowledge.

In the face of the unexpected, getting back up and running is often the top priority. Help is close at hand. Our team provide viable workarounds to rapidly resume operations and in-depth root cause analysis to resolve long-term issues.

With your support contract, we provide a variety of SLAs set against key performance objectives and a robust case management process coupled with regular reporting for ultimate peace of mind.

Why get support from Novotek Solutions?

When the unexpected occurs, the mounting costs of lost productivity are the first thing that comes to mind. By undertaking a support contract with Novotek Solutions, help is close at hand.

Onboarding with Novotek Support

Our team are experts in the systems they support, and our onboarding process allows for further familiarity with the nuances of your operation and builds relationships with your key stakeholders.

In the onboarding session with our support co-ordinator, Novotek will:

Be introduced to our team and the engineers who will be working with you We'll meet who on your team will be raising cases Create credentials for our dedicated Novotek Support Portal Agree on a remote access method (Our ConnectWise platform or a VPN if required) Following that process, key stakeholders from your business will receive a guided tour and training on raising, accessing and updating cases through our portal. Additional support methods are readily available and will be reflected digitally in our portal via email and phone.

The final onboarding session is 'Knowledge Transfer'. Here, our team will receive the key details and nuances of your systems to ensure familiarity and the capacity for rapid resolutions in the future. These sessions are recorded and stored in our training platforms.

Getting support

Our team immediately receives a notification when you create a case on the Novotek Support Portal. A Novotek Support engineer will read and acknowledge the issue, sending a message back to you to let you know the work is ready to begin on the case.

Our team will diagnose the issues remotely, and we'll reclassify the case as 'In Progress'. The engineer assigned to your case will inform you about any details that come up during our investigations and will stay in touch during the entire process.

Once we identify and complete a fix, we'll contact your team to inform them of the details and confirm the resolution of the issue. Following checking in with your operators, we'll mark the case as fixed.

If further action is required, and depending on the SLA, we'll investigate the root cause of the case and work with 3rd party vendors to identify the problem and seek to implement a permanent fix.

How to get in touch

- **Support Portal**

Raise a case with the details of the issues, and our team will respond.

- **Email**

Send an email to our dedicated support email, and our system will automatically ingest your details and create a case, notifying our team of your issue.

- **Phone**

Call and speak to our team directly.

- **Out of Hours**

Use our Support Portal or contact our dedicated out-of-hours phoneline.

Economical, Flexible & Effective Support

Your industrial IT is at the centre of your business and having made a substantial investment in your operations, you need to be confident that it continues to run efficiently.

All systems require preventative maintenance to prevent costly unplanned downtime. Software upgrades and patches need to be assessed for compatibility to ensure you maintain protection against cyber threats and the overall heath and performance of the system needs to be monitored.

Managing this internally can have a considerably impact on resources, diverting staff from their day-to-day roles and increasing their responsibility, in areas outside of their specific expertise.

Benefits & Features

- *Dedicated support desk offering 24/7 if required.*

- *Flexible support plans.*

- *Clear Key Performance Objectives and Service Level Agreements.*

- *Support portal, knowledge base, experienced support engineers.*

- *Dedicated field service team.*

- *Remote monitoring via Service Operations Centre.*

- *Remote expert guidance*

STANDARD

Overview

Entry-level SLA-based support plan offering for customers looking for peace of mind from a cost effective support & maintenance contract

Service Window

Monday – Friday
08:30 – 17:00

Response Times

Level 0 : 4h
Level 1 : NBD
Level 2 : NBD
Level 3 : NBD

Inclusive Monthly Hours

Minimum : 4
Maximum : 8

Support Channels

Case Management (email/Web) : Yes
Telephone : n/a
Field Service Visits : n/a
Remote Access : Yes
Remote Monitoring : Optional

PREMIER

ENTERPRISE

Overview

Flexible SLA-based offering weekday, office hours support platform with options for extending to meet customer requirements (not weekends or 24x7).

Service Window

Monday – Friday
08:30 – 17:00

Response Times

Level 0 : 2h
Level 1 : 4h
Level 2 : NBD
Level 3 : NBD

Inclusive Monthly Hours

Minimum : 8
Maximum : n/a

Support Channels

Case Management (email/Web) : Yes
Telephone : Yes
Field Service Visits : 2
Remote Access : Yes
Remote Monitoring : Optional

Overview

Full-service SLA-based plan which offers 24x7 support (optional Christmas shutdown cover), best SLA response times and remote monitoring (where possible).

Service Window

Monday – Sunday
00:00 – 00:00

Response Times

Level 0 : 2h
Level 1 : 4h
Level 2 : 8h
Level 3 : NBD

Inclusive Monthly Hours

Minimum : 8
Maximum : n/a

Support Channels

Case Management (email/Web) : Yes
Telephone : Yes
Field Service Visits : 4
Remote Access : Yes
Remote Monitoring : Yes