

## Application support

### Quality-assured, ITIL-compliant application support with a high level of transparency and measurability.

Sycor offers its customers quality-assured application support. The company's trained and certified application experts provide support with analysis and problem-solving to ensure that business applications run smoothly.

Sycor's medium-sized customers require practice-oriented, effective support for applications that are often mission-critical. To meet this need, Sycor provides application support in compliance with ITIL, the de-facto standard for implementation of high-quality service management. The company uses the Unicenter Service Desk (USD) by Computer Associates, a powerful user helpdesk system with which the Göttingen-based full-service provider already has extensive experience.

Customers benefit in several ways. The USD provides well-established and reliable problem-solving methods based on the best practices of the ITIL standard, which are also the foundation for the service processes employed at Sycor. The processes of incident and change management are fully automated. Add to this the industry expertise and process know-know

of Sycor employees. The result? Optimized, fast and transparent application support based on proven expertise. Sycor guarantees high-quality results every step of the way – from call acceptance and problem recognition right through to forwarding, diagnosis and problem-solving – and even verifies these results using a transparent monitoring and reporting system. An internal quality management system additionally ensures this high level of support.

Customers can reach the application support team Monday through Friday from 8 am to 5 pm (except on public holidays in Lower Saxony, and on Christmas Day and New Year's Eve). During these operating hours, Sycor experts accept incoming queries and respond to them according to pre-defined priority levels. Mission-critical problems designated as priority 1 are answered within one hour.

By providing quality-assured application support, Sycor ensures rapid troubleshooting, fewer downtimes and smooth business operations while freeing up resources in the IT departments of its customers. In this way, Sycor ensures the business success of its customers through the know-how of its experts.



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#### Your advantages:

- Quality-assured support
- Constant access to the latest expertise
- Rapid troubleshooting and fewer downtimes
- Smooth business operations
- Resources are freed up

#### Your contact:



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#### Your challenges:

- Growing number of mission-critical IT processes
- Increasingly complex service and support requirements
- Limited IT budget with shortage of staff