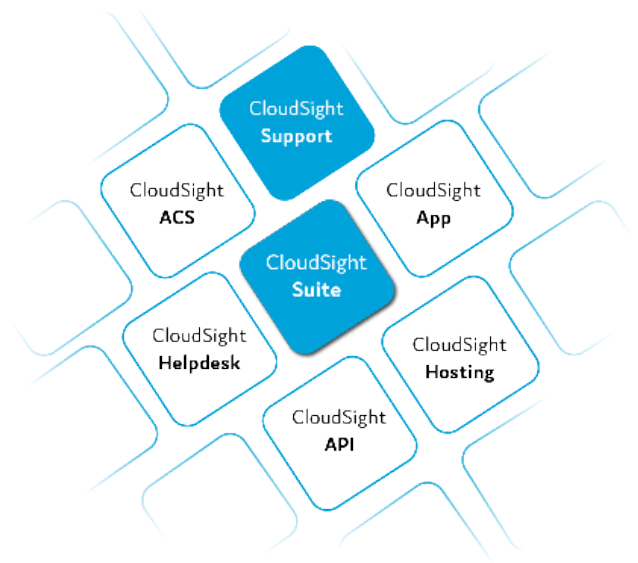




CloudSight Support

Your satisfaction is our number one concern!



CloudSight Support provides 24/7 top-tier service. You can rely on professional advice on how CloudSight works best in your specific situation. During the installation, our implementation team ensures a smooth setup and fully supports you with the configuration, integration, training and onboarding.

After installation, quality is assured by proactively monitoring performance and by providing fast-response assurance support.

Key features

With any new software, it can be hard to figure out where to start. And even once you're up and running, you want to make sure that you get the most out of it.

CloudSight Support empowers you to:

- Setup and configure CloudSight
- Embed CloudSight in your environment
- Get your team up to speed at once
- Keep CloudSight secure and reliable



Service features

CloudSight Support - Your satisfaction is our number one concern!

Set up

- Configuration of the server settings such as hardware types and helpdesk tools will be provided as part of the standard installation
- Initial setup of creating users, device groups and firmware versions

Professional services

- Feature development, such as additional graphs, scripts, services, helpdesk widgets, diagnostics tools etc. can be developed upon request
- OSS/BSS integration and extensions of the REST-API can be created on request

Onboarding

- Basic product documentation, online training and English language
- Further customization on site, multi language and customized training can be delivered
- Customized training can be provided depending on the needs

SLA support	Bronze	Silver MOST CHOSEN	Gold
<ul style="list-style-type: none"> • Service window: 09.00 - 17.00 (Monday to Friday) • EU-Located support team • Product and application support • Service level commitment • Online product training 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓
<ul style="list-style-type: none"> • Faster response and target resolution times • 24x7x365 support for critical (P1) issues • On-site support (discounted) 		<ul style="list-style-type: none"> ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓
<ul style="list-style-type: none"> • 24x7x365 support for critical (P1) and major (P2) issues • Assigned engineer • Local language support (if available) • Direct escalation to senior support engineers and developers • On-time customized product and application training on-site • Follow-up customized training (at additional costs) • Installation and upgrade support, such as adapting configuration files, included 			<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓



Designed for purpose

CloudSight is designed with the network operator in mind. Every aspect is highly functional and easy to use.



Premium support

CloudSight Support is tailored to your needs. Full and carefree onboarding, local training, consultancy and 24/7 SLA committed support.



No upfront investment

CloudSight is a modular, scalable and flexible SaaS solution that requires no upfront investments.



Interested?

Contact your local sales representative or contact us via www.genexis.eu/contact for a free trial.