

PSS – Product Support Services

Supporting your business forward



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PSS – Engagement process

Involvement to move your business forward

Support Services

Incident Management

heeft tot doel (dreigende) verstoringen in de dienstverlening aan de klant zo snel mogelijk te registreren / verhelpen.

Probleem Management

Het verhogen van de kwaliteit van de ICT infrastructuur door incidenten op hun oorzaak te onderzoeken en de oorzaken te laten wegnemen

Change Management

Wijzigings verzoeken is het planmatig doorvoeren van alle wijzigingen in de ICT infrastructuur.

Incident Management

Customer Management

- Klant helpdesk (1e lijn)
- Tempioneer Helpdesk (1e of 2e lijn)
- Registratie
- Communicatie
- Prioriteit bepaling
- Probleem management
- Quality management

Probleem Management

Process Approach

- Impact analyse
- Workaround / No Work around
- Probleem analyse
- Categoriseren
- Wijziging / Oplossing analyse
- Change management opstarten
- Quality management

Change Management

System approach

- Inschatting
- Klant communicatie /voortgang rapp.
- Change implementatie
- Unit test
- Package implementatie
- Customer test
- Go no go developments
- Quality Management

Quality Management

Continual improvement

- Iedere processtap binnen de PSS worden per proces stap beoordeeld op kwaliteit, klanttevredenheid en verbeterpunten

PSS – Engagement process

Involvement to move your business forward

PSS Services	Basic	Advanced
1e lijns helpdesk	Klant	PSS
2e lijns helpdesk	Klant	PSS
Impactanalyse	PSS	PSS
Change management	PSS	PSS
Basis uren / maand	8*	25*
Tarief per / uur	Tarief Basic	Tarief Advanced

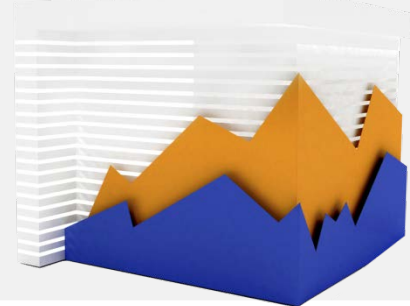
*(overige uren tegen MP)



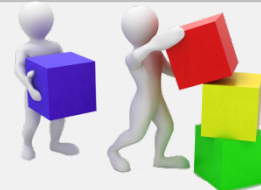
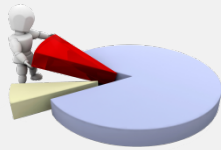
PSS – Recap

move your business forward

Customer

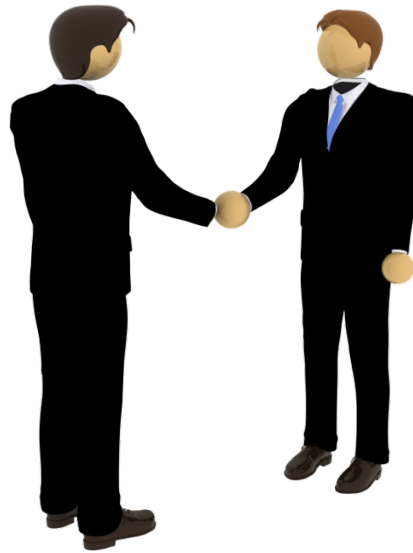


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Let's move forward



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