

# TECTURA SERVICES – GLOBAL SUPPORT

Local Support on a Global Scale to Ensure Optimal Systems Performance

## WHY TECTURA SUPPORT?

- 24x7x365 HELP DESK
- FLEXIBLE PLANS
- ENSURE OPTIMAL SYSTEMS PERFORMANCE
- REDUCE RISK
- FOCUS ON YOUR CORE BUSINESS
- MAXIMIZE YOUR IT INVESTMENT

## FOCUS ON YOUR CORE BUSINESS WITH RELIABLE SUPPORT SERVICES

Your business systems are the life blood of your organization and need to perform at the highest level every day. You need the assurance that these solutions are reliable, secure and economical. However, whether you are looking to implement a new business system or replacing an existing one, most companies don't have the resources to adequately support them. When you think about your organization, you don't want technical issues keeping you up at night. Instead, you want to focus on what you do best – your core business. So, leave the support to us. Tectura offers local and global support plans that are customizable to suit your business needs. From ad-hoc advice to a fully outsourced service solution, our team of dedicated and certified support specialists will keep your business 100% operational.

## ONE-STOP MAINTENANCE & SUPPORT SOLUTIONS

You need to focus on running your business rather than worrying about the underlying systems that support it. Whether your organization requires a comprehensive, one-stop solution or an on-demand support plan, we ensure that your technology environment is “always-on” and fully operational. Whether you are a local business or a multi-national organization, our quality approach and global network guarantee that you get the focus you need 24 hours a day, 7 days a week.

Our support offerings include:

- Customizable support plans
- 24/7 help desk access
- Multi-lingual support
- Local, dedicated support relationship managers
- Comprehensive training programs
- Third-party vendor management

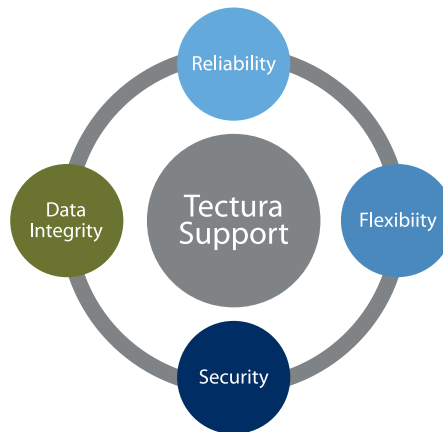
TECTURA®

**OUR EXPERTISE, YOUR ADVANTAGE**

Customer satisfaction is our top priority. To achieve this goal, our support philosophy is based on four core principles: reliability, flexibility, security and data integrity. Based on the ITIL V3 process and quality approach our service offerings provide a holistic perspective and systematic methodology that focuses on your entire organization, not just your IT environment. Our support offerings span the entire service lifecycle, beginning with the identification of your business needs and IT requirements, to the design and implementation of the support solution, on to monitoring and continuous improvement. It is our commitment to you that once Tectura accepts ownership of your support issues, we manage it until it is resolved. We pride ourselves on the reputation achieved for delivering a quality support service that's responsive and personable at an affordable level.

**WORLD-CLASS SUPPORT TO HELP YOU PERFORM AT THE HIGHEST LEVEL**

Agility is key in today's business environment, so you need to ensure you have flexibility in your infrastructure, systems, applications and business processes. Our support services are designed so you can benefit from a more streamlined and efficient system helping you achieve more efficient performance, reduce risk and maximize your IT investment. Tectura will give you the assurance that your system will continue to operate at an optimal level so you can position your organization for future growth.



**ABOUT TECTURA**

Tectura is a worldwide provider of business consulting services providing sustainable value through consulting, software and IT implementation. We offer a full spectrum of services ensuring our clients have the best opportunity to address their requirements and achieve optimum business performance.

Why Tectura? We have the best people delivering proven, value-add service offerings on a global scale. Contact us today for more information on how Tectura can help you maximize your IT investment and optimize performance through our health check and other service offerings.

**FOR MORE INFORMATION**

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For local office contact information visit [www.tectura.com](http://www.tectura.com)

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