



OVERVIEW SUPPORT SERVICE

Support Service

2025





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DETAILED SCOPE OF SERVICE

Understanding the detailed scope of our support services is crucial for maximizing the benefits and ensuring seamless operation of your IT infrastructure. Our scope of service is comprehensive, covering all aspects of IT support through proactive, reactive, and consultative approaches, as well as offering a wide range of customized solutions to meet specific client needs.



Key Dimensions of Our Support Service



SCOPE OF SERVICE



The scope of service outlines the boundaries and details of what is covered, ensuring clear expectations. We commit to fulfilling all agreed-upon aspects to meet your needs comprehensively.



DELIVERY MODEL



We use an efficient delivery model to provide timely and effective support, incorporating advanced technologies and best practices. This approach guarantees smooth and reliable service delivery.



SUPPORT SERVICE



Our support service is designed to be adaptable, ensuring that we address your specific needs efficiently. We pride ourselves on delivering high-quality assistance tailored to your requirements.



Scope of service:

PROACTIVE SUPPORT



- Regular system health checks and monitoring
- Preventative maintenance to avoid issues before they arise
- Continuous improvement initiatives

REACTIVE SUPPORT



- Rapid response to incidents and issues as they occur
- Efficient troubleshooting and resolution
- Escalation procedures for critical problems

CONSULTATIVE SUPPORT



- Strategic guidance and advisory services
- Process improvement recommendations
- Training and onboarding for client teams

COMPREHENSIVE SUPPORT



- Full-spectrum support for all service needs
- Customized service plans based on specific requirements
- SLAs (Service Level Agreements) tailored to client performance



Support Services:

IT SUPPORT SERVICES



- Full management of technical issues and system administration.
- Proactive monitoring for smooth technology infrastructure operations.
- Rapid response and troubleshooting for any incidents.
- Installation and configuration of new software modules.
- Minor HTML/CSS theme changes for improved functionality and appearance.

APPLICATION AND WEBSITE MAINTENANCE



- Regular updates, bug fixes, and performance enhancements.
- Security patches to safeguard applications and websites.
- Dedicated website maintenance, including troubleshooting and performance monitoring.
- Ensuring sites are functional, secure, and up to date.
- Assistance with the creation, review, and management of digital content.
- Regular content updates to keep information current and relevant.
- Development of guidelines and tutorials for content management.

CUSTOMER SERVICE AND SUPPORT



- Drupal Patching and Maintenance: Regular updates and patches to ensure the security and stability of Drupal sites.
- Security and Performance: Continuous monitoring and improvement of site security and performance.



Scope of Customer Support Solutions



24x7 Support



Multi-channel Support



**Ticketing System
Implementation &
Management**



**Detailed Reporting
and Analytics**



**Automated IVR
Systems**





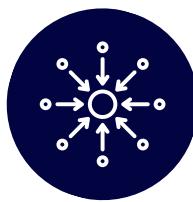
Scope of IT support



Basic Helpdesk Support



IT Infrastructure Support



Cloud Application Support



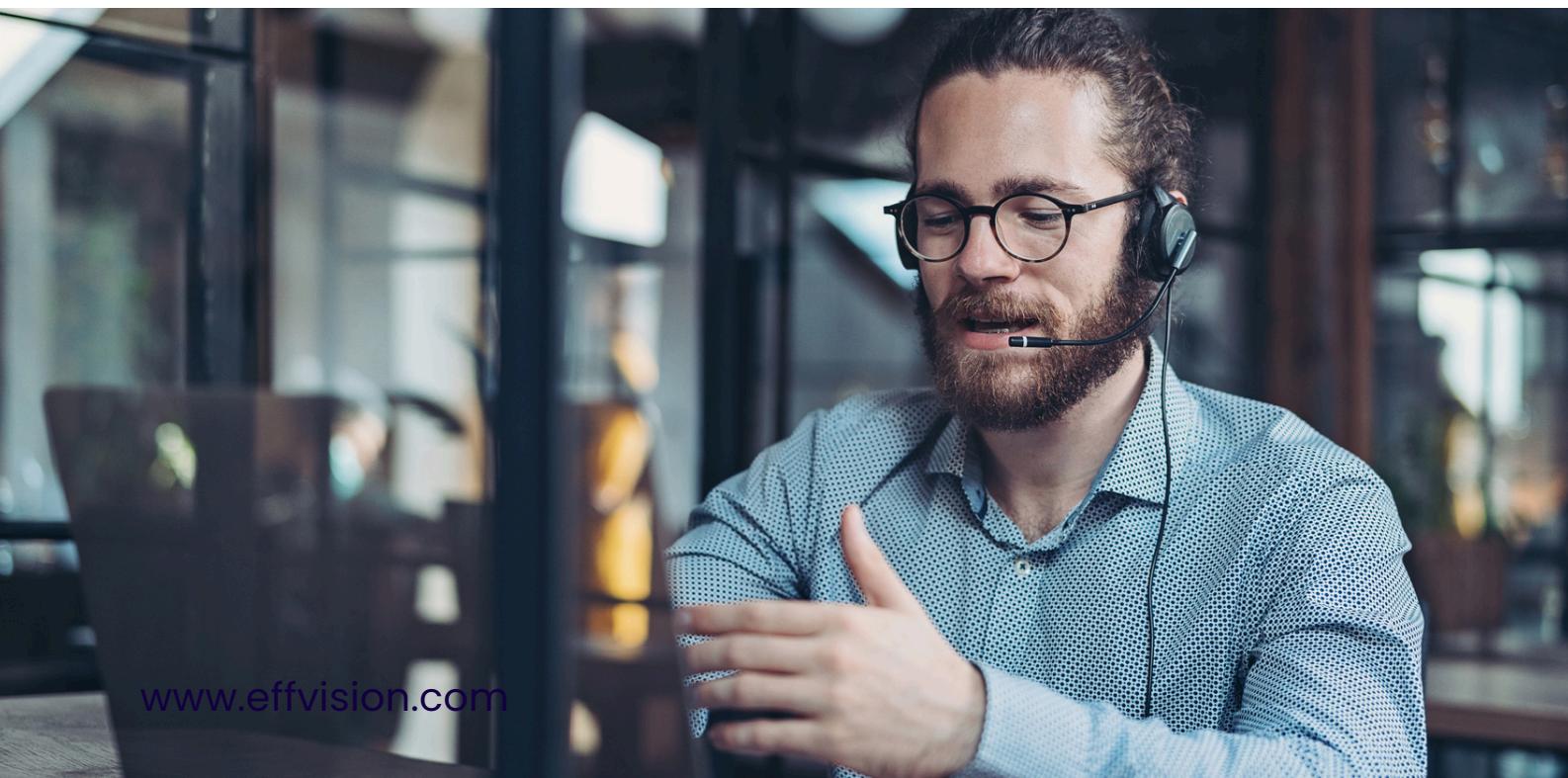
IT Process Management



**New IT Acquisitions
Integration & Setup**



Data Migrations



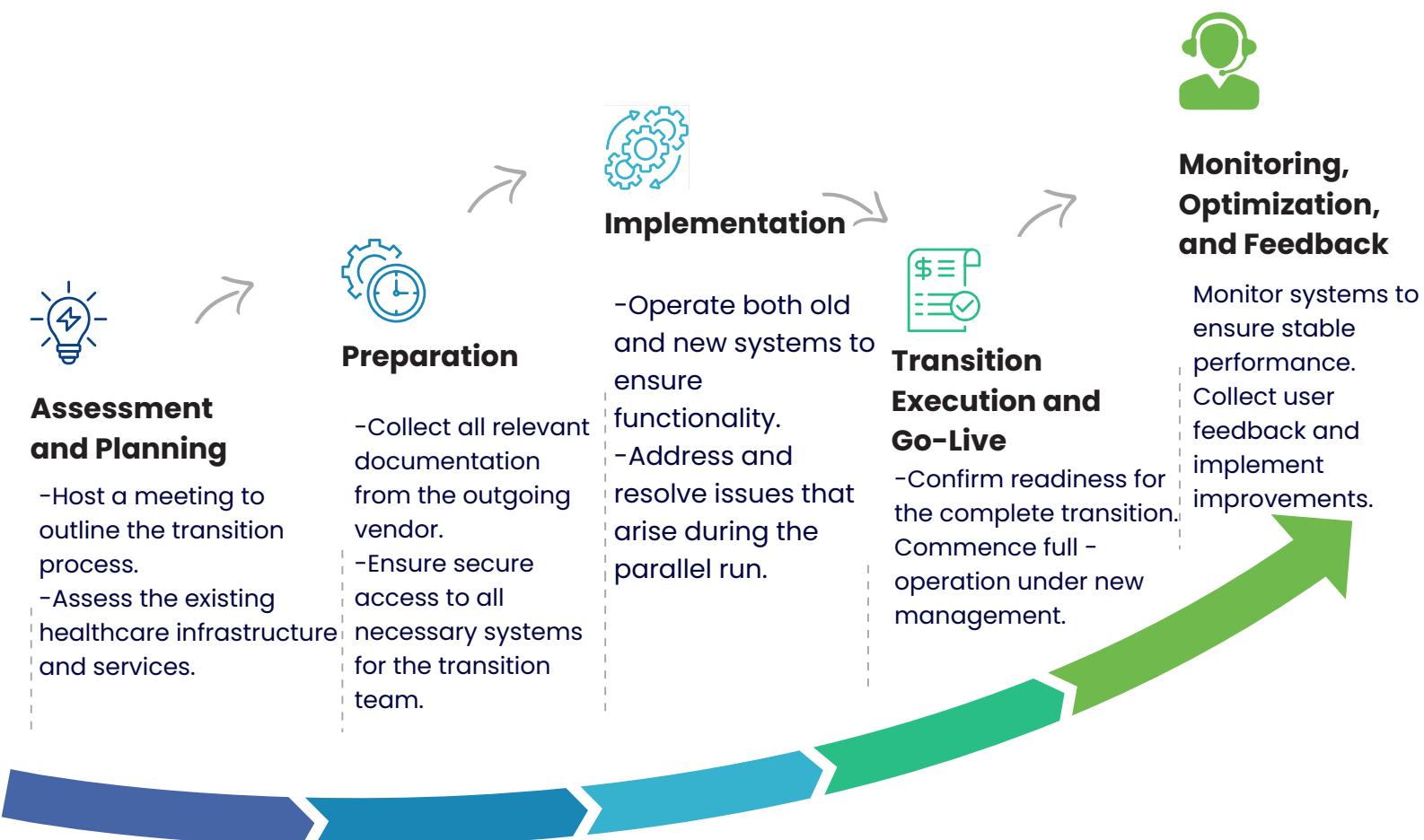


Delivery models

Aspect	Dedicated Team	Shared Team
Description	A team of support professionals focused exclusively on one client.	A team of support professionals managing multiple clients simultaneously.
Ideal For	Large enterprises or clients with complex, mission-critical IT environments.	Small to medium-sized businesses or clients with less complex IT environments.
Focus	Exclusively dedicated to a single client's needs and issues.	Divides attention across multiple clients and their needs.
Expertise Level	Higher expertise in the client's specific environment and systems.	Broad expertise across various industries and systems.
Response Time	Typically faster response times due to focused attention.	May have slightly longer response times due to shared workload.
Cost	Generally higher cost due to dedicated resources.	More cost-effective, as resources are shared among clients.
Customization	Highly customizable support tailored to the specific needs of the client.	Standardized support with less customization.
Scalability	Scalability is client-specific and can be tailored accordingly.	Scalability depends on shared resources and availability.
Client Relationship	Stronger relationship and deeper understanding of the client's business and IT environment.	More generalized relationship with clients due to broader focus.

Phased Approach to Delivery

Our support services are implemented using a phased approach to ensure smooth and effective integration. This approach allows us to systematically address each aspect of your needs, ensuring comprehensive and reliable support.





KNOW YOUR CLIENT

Understanding your client's business, goals, and unique needs is essential for delivering tailored support. Regular engagement helps gather insights, ensuring alignment with their expectations.

- **General Information:** Basic details about the client's business, including industry, size, location, and primary products or services.
- **Company Goals and Objectives:** Key business objectives and long-term goals.
- **Client's Market Position:** Information on the client's market position and competitive landscape.

Communication Protocol

Training and Onboarding: Training plans for the client's team and ongoing support for onboarding new systems or processes.

Regular Updates: Schedule regular check-ins and status update meetings to discuss progress, address issues, and plan next steps. These can be weekly, bi-weekly, or monthly depending on the project phase and requirements.

Documentation: All project documentation will be maintained and shared through a centralized platform to ensure accessibility and transparency for all stakeholders.

Time Agreement: Commit to a predetermined number of hours per week, focusing on completing all tasks within the agreed-upon timeframe.

Client Feedback and Satisfaction: Mechanisms for gathering and addressing client feedback.

Performance Metrics and KPIs: Key Performance Indicators to measure success and areas for improvement.

Risk Management and Contingency Planning: Strategies to handle potential risks and issues.

AGILE IT SOLUTIONS



- **Resilient and Versatile IT Infrastructure:** Fortifying your IT framework to be robust and adaptable, ensuring continuous and efficient operations.
- **Enhanced Efficiency and Minimized Downtime:** Our services streamline IT processes and proactively address potential issues, significantly boosting operational efficiency and reducing system downtimes.
- **Scalable Solutions for Evolving Business Needs:** We provide IT solutions that are designed to grow and adapt with your business, ensuring that your IT infrastructure aligns with your evolving requirements.
- **Access to Broad IT Expertise and Support:** Our team, comprising experts across various IT domains, offers a wide range of specialized support and knowledge. This diverse expertise ensures that all your technical needs are met promptly and efficiently, under one umbrella.
- **Unparalleled Accessibility to Services and Support:** Our approach ensures that you have round-the-clock access to IT support and services. This accessibility guarantees that help is available whenever and wherever it's needed, keeping your IT systems running smoothly at all times.



SERVICE REQUIREMENTS QUESTIONNAIRE

General Information

- Can you describe your company and its primary products or services?
- What are your company's key business objectives and goals?

Support Scope and Services

- What specific products or services will the support team be responsible for?
- What are the typical issues or requests that your customers face?
- Do you need technical support, customer service, or both?

Support Team Structure and Skills

- How many support agents do you require?
- What level of technical expertise or skills should the support team possess?
- Do you require multilingual support? If so, which languages?

Support Hours and Availability

- What are your desired support hours (e.g., 24/7, business hours, weekends)?
- Do you need support across multiple time zones?

Communication Channels

- What communication channels do you want the support team to use (e.g., phone, email, chat, social media)?
- Do you have any preferred tools or platforms for these channels?

Service Level Agreements (SLAs) and Response Times

- What are your expectations for response times and resolution times?
- Are there specific SLAs you want to define for different types of issues?



SERVICE REQUIREMENTS QUESTIONNAIRE

Reporting and Metrics

- 1.What key performance indicators (KPIs) are important to measure the support team's success?
- 2.Do you have specific reporting requirements or formats?

Integration and Tools

- 1.Do you have existing tools or systems that the support team needs to integrate with (e.g., CRM, ticketing systems)?
- 2.Are there any specific workflows or processes that the team should follow?

Training and Knowledge Management

- Will there be initial training provided to the support team? If so, who will deliver it?
- How will ongoing training and knowledge sharing be managed?

Security and Compliance

- Are there any specific security or compliance requirements the support team needs to adhere to?
- How should sensitive data be handled and protected?

Cost and Budget

- What is your budget for the support services?
- Are there any cost constraints or considerations we should be aware of?

Other Considerations

- Are there any other specific needs or considerations that we should be aware of?
- Do you have a timeline for when you want the support team to be operational?



SLA and Response time

Priority	Priority Definitions	Examples	Target Response Time	Target Resolution Time	Updates Frequency
Critical P1	Is business critical for the Customer	<ul style="list-style-type: none">* Platform outage* Service is down for at least one customer* Data breach	<ul style="list-style-type: none">* Email: Within 3 minutes* Chat: Within 15 seconds	<ul style="list-style-type: none">Items not requiring escalation: 1 hour* Items requiring escalation: 2 hours	Every 30 minutes until ETC is provided
	Critical production issue that severely impacts the Customer's use of the Services. The situation halts the business operations and no procedural workaround exists				
	The Services are down or unavailable				
	Data corrupted or lost and must restore from backup				
	A critical documented feature/function is not available.				

Priority	Priority Definitions	Examples	Target Response Time	Target Resolution Time	Updates Frequency
High P2	Affects parts of the Customer's business	<ul style="list-style-type: none">* Platform outage* Service is down for at least one customer* Data breach	<ul style="list-style-type: none">* Email: Within 3 minutes* Chat: Within 15 seconds	<ul style="list-style-type: none">Items not requiring escalation: 1 hour* Items requiring escalation: 2 hours	Every 30 minutes until ETC is provided
	Major functionality is impacted or significant performance degradation is experienced. The situation is causing a high impact to portions of the Customer's business operations and no reasonable workaround exists				
	The Services are operational but highly degraded performance to the point of major impact on usage				
	Important features of the Services are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.				



SLA and Response time

Priority	Priority Definitions	Examples	Target Response Time	Target Resolution Time	Updates Frequency
Medium P3	Affects the Customer's business to a minor extent or to no extent at all. There is a partial, non-critical loss of use of the Services with a medium-to-low impact on the Customer's business, but the business continues to function. Short-term workaround is available, but not scalable	Some non-key features of the service is malfunctioning, i.e. download document * Spam filters block customer communication from Intercom * Sales related requests	Email: Within 15 minutes * Chat: Within 15 seconds	2 Business days if applicable	Every 1 day until ETC is provided

Priority	Priority Definitions	Examples	Target Response Time	Target Resolution Time	Updates Frequency
Low P4	N/A	Request from Stravito team to amend certain tags/filters * One UX-component does not look as expected in some browser	Email: Within 15 minutes * Chat: Within 15 seconds	Process to be build out here: Will include actioning certain items directly (eg adding tag values to filters)	N/A

FAQ



Q: What is the difference between proactive and reactive support?

- A: Proactive support involves preventative measures and regular maintenance to avoid issues, while reactive support deals with solving problems as they occur.

Q: How are service level agreements (SLAs) determined?

- A: SLAs are tailored based on the client's specific needs and include performance metrics, response times, and other service quality commitments.

Q: What kind of documentation is maintained and shared?

- A: All project-related documentation, including plans, status reports, meeting minutes, and more, is maintained and shared through a centralized platform for transparency and accessibility.

Q: What type of clients/specific industries would need this service?

- A: This service is typically needed by clients in industries such as technology, finance, healthcare, e-commerce, and telecommunications, where reliable and efficient customer support is crucial.

Q: What measures are taken to guarantee confidentiality/data protection for the client?

- A: To ensure confidentiality and data protection, we implement strict access controls, data encryption, regular security audits, and compliance with relevant data protection regulations such as GDPR and HIPAA. Additionally, all team members are trained on data privacy best practices.

REFERENCES

In this section, we will showcase some of the customer experience services we have provided to our clients.





Client: Stravito

Challenges and Requirements:

Our client needed to provide 24x7 support due to contractual obligations with customers, but low ticket volumes made a dedicated support team costly. Customer support was a non-core function, handled alongside primary duties, leading to poor customer experiences, delayed responses, and prolonged resolutions.

Proposed Solutions & Approach:

By implementing our comprehensive customer support solution, we addressed the client's needs:

- Process Documentation: Documented and refined support processes for consistency.
- Ticketing System Management: Optimized ticketing system for better issue tracking.
- End-to-End Support: Managed entire support function, freeing client to focus on core business.
- Escalation Paths: Documented clear escalation procedures with technical teams.
- Shared Support Model: Provided 24x7 support through a cost-effective shared service model.



Results:

- 100% Response Rate: Prompt responses to all chats and emails.
- High Resolution Rates: Increased issue resolution, boosting customer satisfaction.
- Improved Agent Productivity: Streamlined workflows and automated tasks.
- Enhanced Product Knowledge: Better training led to accurate customer responses.
- Resolution Time: Improved by over 40%.
- First Response Time: Reduced from 15 minutes to 15 seconds.
- Cost Reduction: Lower operational costs with 24x7 support.



Client: Renegade Agency

Challenges and Requirements:

- Renegade Agency, specializing in website development and maintenance, struggled with post go-live support due to a lack of an internal support department. This led to delayed responses, poor follow-up, and revenue losses as clients moved to competitors.

Proposed Solution & Approach:

By implementing our comprehensive customer support solution, fully provided by our EV team, we addressed Renegade Agency's needs through a multi-faceted approach:

- 24x7 Support: Provided round-the-clock support via ticketing systems and email.
- On-the-Spot Triage: Immediate triage of issues and direction to relevant teams.
- Improved Organization: Enhanced task assignment and tracking.
- Detailed Reporting: Offered comprehensive reports for accurate billing and transparency.



Results:

- 100% Website Support: Achieved full coverage for website support and maintenance.
- 30% Revenue Increase: Boosted maintenance revenue by 30% in one year.
- Uninterrupted Service: Ensured continuous service with 24x7 support.
- Accurate Billing: Provided transparency and accuracy in the billing process.
- Enhanced Customer Experience: Improved satisfaction and retention through faster response times and effective issue resolution.

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