

# Application Support & Software Maintenance

From priority bug-fixing, technical investigations and change requests, we'll support and maintain your software throughout its life, even if we didn't build it.

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Technology updates and upgrades, along with changes to your business, can mean that your software application (<https://www.dcs.com/services/consultancy/>) doesn't work as well for your business as it once used to. For this reason, it's important that your software is maintained and supported so that your users continue to gain the maximum benefits from its functionality.



Application maintenance is essential work that needs to be carried out on a software application so it can continue to function reliably and securely.

## DCSL GuideSmiths Application & Software Support Services

Once applications are delivered, we don't just walk away – we're in it for the long-term. Even if a client is not an existing DCSL GuideSmiths customer we can take any application or system and provide full, consistent and dedicated support for the remainder of its life.

For existing clients, our support agreements are integrated with the software we provide. This means clients get full, uninterrupted access to our support organisation from the moment the system is launched.

We work to an agreed Service Level Agreement (SLA), which means we're committed to responding to client needs quickly through our in-house front-line support team and our development & QA team.

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consent **System Takeover**

At DCSL GuideSmiths we pride in being able to help anybody who contacts us. Even if we didn't build a client's software, we can take it on and provide full support. Having supported clients since 1994 our experts revel in learning new systems and new technologies, so no matter how complex an application is, we have the talent to

be able to provide the exact support and maintenance needed. It's this attitude that enables us to adopt the

Systems of many businesses and facilitate a seamless system takeover with ongoing unparalleled support.

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There are lots of reasons why bespoke software projects fail, or your new software isn't fit for purpose; but the fallout is usually that you're left in a mess with an incomplete or failing system and a business that's suffering as a result. Your priority is to get things back on track – and fast!

We have helped a variety of different clients, both large and small, recover from troubling situations such as:

Offshore outsourced projects that are poor quality or unfinished

Software produced that isn't fit for purpose

Development companies or developers going out of business mid-project

A developer is an independent consultant and has moved on

Falling out with a development company or developer due to project slippage or poor quality

Software produced uses bad or outdated programming languages

Our experts can quickly get to the root of any problem, explain what has happened and devise a plan of action to

rectify the issues efficiently. This means our clients can focus on the day-to-day running of their business whilst we handle the technical challenges.  
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Some of the ways we have rescued software projects (<https://www.dcs1.com/services/software-project-rescue/>).

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Recovering "lost" source code from compiled executables or web servers

Taking on old systems written in obsolete programming languages, maintaining them and then updating them with new technology

Rewriting or fixing bugs in poor quality systems

Documenting code

Decoding complicated binary files so our customer can read and process supposedly lost data

## Application Support Process

All support and development change requests are logged in our in-house online helpdesk system and tracked by our dedicated helpdesk support staff. If our support team cannot solve the problem or answer the question immediately – or if the ticket is related to a new feature development – they will escalate the issue to a member of the Development or Quality Assurance (QA) team so that any issue can be rapidly resolved or implemented by the relevant in-house expert.

Each client is given access to the online helpdesk facility, giving the ability to monitor any support requests submitted and the option to add detail to them, if required. Our helodesk is available 9am – 5.30 pm weekdays and is regularly monitored out of hours.

Cookie Settings Clients can also get in touch via email or telephone.

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## Existing DCSL GuideSmiths Customers

Current DCSL GuideSmiths clients have peace of mind that we look after everything to do with hosting an

application, including maintenance and upgrades. This means businesses are not affected by downtime if



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If you are an existing customer of DCSL GuideSmiths and are looking for support now:

**Step 1:** Please email [support@dcsL.com](mailto:support@dcsL.com) (<mailto:support@dcsL.com>) and provide:

A full description of the problem

Details of the actions you took before the error occurred

A screenshot of the display once the error has occurred – seeing what you’re seeing enables us to fix the problem quicker

### To take a screen shot:

Click the [Print Screen] button (most likely at the top right of your keyboard). Nothing will appear to happen, but the computer has stored a picture of your screen in its memory

Open Microsoft Word and press [CTRL] + [V] to paste the image into the document

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On receiving your email, a ticket will be created in our Helpdesk system, and a confirmation email sent back

Cookie Settings to you. Your ticket will then be triaged and assigned to one of our development team for action.

**Step 2:** If your issue is urgent, please complete **Step 1**, then call us directly on **01252235422**. This course of action should be used if the issue compromises your ability to work, or the working experience of your customers.

## Are you looking for a bespoke software solution for your business?

Our experts can create bespoke applications, platforms and products to meet the requirements of your business

**LEARN MORE** (<https://www.dcs.com/contact-us/>).

## Examples of work

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**ALL CASE STUDIES**

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