

# Ongoing Support and Maintenance

Neurolabs provides a comprehensive suite of post-deployment support services and maintenance plans designed to ensure optimal performance and continuous improvement. Our support approach incorporates best practices developed through servicing current customers:

- **Customised Training Documentation:** Tailored training resources specific to each project type or category.
- **Joint Technology Roadmap:** Collaborative roadmap to address and streamline process inefficiencies.
- **Regular Technical Meetings:** Monthly syncs with tech teams to share updates on technology developments and improvements.
- **Proactive Release Communication:** Release notes are shared with partners before every system upgrade.
- **Emergency Escalation Line:** Direct, prioritised support channel for urgent issues.
- **Collaborative Workgroups:** Joint workgroups during the setup phase of new projects to ensure smooth deployment.

## ZIA Support Activities

Neurolabs maintains rigorous internal processes to support high standards of performance for ZIA, ensuring ongoing accuracy and reliability in image recognition and data handling

### Image Recognition Accuracy

- **Continuous Model Training:** Our AI models undergo frequent updates as needed to adapt to new data inputs or evolving market conditions.
- **Performance Monitoring:** Continuously track model performance at the SKU level through in-built workflows to validate and enhance model accuracy regularly.
- **Quality Assurance Protocols:** Rigorous testing processes ensure the consistency and reliability of model performance.
- **Feedback Mechanisms:** Real-time feedback is integrated to enhance recognition capabilities continuously.

### Up-keeping Product Metadata

- **Dynamic Metadata Updates:** Automated synchronisation ensures product information remains current and accurate.
- **Integration with Industry Data Sources:** Connects seamlessly with platforms like Salsify, SGS, and Nielsen BrandBank to enrich metadata.
- **Regulatory Compliance:** All product data is maintained in line with industry standards and regulatory requirements.