Remote Application Support Services

Process

ERP

Customer Site
Application Servers

System

Customer / Users

Solution Accepted

?

?

Application issue
Or
Change Request

Search
Knowledge
base

Call helpline

Send email

Webform

User
Contact

Opens
aTicket

Log a Ticket

phone

Operator
assisted
Call logging

Ticket adds to a Work Order
One Work Order per day
One Work Order per application/service
Maximum of x Tickets per Work Order
Priority / Emergency Levels
Response times / SLA
Solved tickets closed
User Feedback
Work Order closes end of day
Pending tickets carried over to new Work Order
Flat fee charge per Work Order

Consultant

Remote Access

Consultant assigned

System

Issue resolved, Ticket Closed, WO update