



Technical Support and Maintenance

Introduction

Synertech strives to ensure that all RFID-based solutions designed and delivered by the company operate at unsurpassed levels of reliability and performance as defined by the ability to create business benefit and measurable value for the client in areas such as return on investment, increased operational efficiencies, enhanced productivity and improved profitability.

This commitment is reinforced by a comprehensive portfolio of professional consultancy, technical support, maintenance and warranty, and training services that are made available to clients according to a range of flexible and cost-effective engagement options and service level agreements (SLAs).

Services portfolio

Synertech's professional consultancy and after-sales services are designed to provide a single-point of contact and direct accountability across all the non-negotiable elements that constitute the provision and ongoing use of a reliable and successful business solution.

These elements are addressed through the following services:

Professional consultancy

Backed by a combined total of more than 50 years of first-hand experience in RFID and related technology, the Synertech consultancy team provides a comprehensive range of expert RFID and information technology (IT) consulting services based on disciplines such as business analysis, systems architecture, systems engineering, software programming and project management. These and other expert skills are harnessed to ensure that the design and implementation of any solution meets specific operational requirements and business objectives set by the client.

Warranty

All components, products, peripherals and specialised equipment supplied by Synertech as part of a turnkey business solution are covered by a 12-month warranty on materials and workmanship from the date of delivery.

Additional hardware warranties could be offered with back-to-back agreements with manufacturers or other approved suppliers.



Technical support

A full suite of technical support and help-desk services are available. These services can be tailored to meet the client's operational requirements based on options that range from hours suited to the normal working week to extended services based on 24 x 7 x 365 availability.

Backed by service level agreements that dictate performance standards such as response times, time to resolution and escalation procedures, support services can also be extended to include options such as proactive remote monitoring and management of systems and the provision of dedicated on-site engineers.

Repairs and maintenance

Available on a time and materials basis or in accordance with pre-determined schedules that conform to various international standards or recommendations set by original equipment manufacturers, Synertech offers a comprehensive range of preventative and corrective maintenance services covering issues such as software upgrades, fault diagnostics, equipment replacements, calibration, cleaning of equipment etc.

Training

Comprehensive user and support training options are offered by Synertech. Training programmes are developed to meet end user requirements based on specific applications and the systems that are designed to meet customer requirements.

Training is directed at various levels within the client's organisation, including end users, system managers, in-house support personnel and first-level technical support.

Training options include basic user manuals for specific applications, operator training based on classroom tuition and detailed demonstration techniques.

Training for third-parties such as external suppliers who are expected to conform to various applications requirements can also be provided on request.

Conclusion

Synertech's portfolio of professional consultancy, technical support, maintenance and training services are co-ordinated and delivered nationwide from the company's technical support centre located in Johannesburg, including facilities to remotely access and perform online support on mission-critical installations.



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