

## Software Support

To deliver the most comprehensive open source software support to our customers, ERP Minds offers support packages to meet even the most demanding needs.

Effective incident and problem resolution helps drive business success by keeping all critical systems available and performing as expected. Each time a new enterprise application is deployed, IT resources become further taxed and the propensity of user downtime increases. As open source software applications become mission critical " including applications such as customer relationships management (CRM), enterprise resource planning (ERP), enterprise collaboration and business intelligence " quick, accurate and professional support becomes increasingly important.

Through our Service Desk Support, ERP Minds maximizes user uptime and optimizes system performance. Whether you need help installing applications, tuning systems or you simply need a reminder of how to use a feature, we are available 24 hours a day to ensure your issue is resolved efficiently and professionally.

ERP Minds' Service Desk Support provides:

- Problem ticketing and fast resolution
- Dedicated support representatives
- Integration & modification support
- A self-serve portal for case management
- Flexible service levels
- 24/7 support