exceeders

WAFFER FOR SUPPORT

Turn your support arm into a support army

With such a big dependency on systems and software, timely support is a necessity.

Providing this support, however, has become more complicated than ever, with IT teams not just having to deal with end-users of varying levels, but with multiple vendors and service providers.

This is why we created Waffer for Support, a flexible, comprehensive agreement that gives you the benefit of an army of qualified engineers, for end-to-end software support.

About Waffer for Support

Challenges

Today, organizations face big challenges when it comes to providing timely technical and end-user support:

Complexity

Today's IT environments are highly complex, with integration of multiple systems and different types of users. This means that IT teams are dealing with multiple vendors and service providers- sometimes to resolve the same incident.

Support Structure

Vendor support agreements are designed to take advantage of customers, guaranteeing the support provider gets paid, even if services remain unused – similar to insurance agreements.

Increased Incidents

Because IT is core to every business these days, the number of support incidents have increased with the number of end-users. IT departments are not only supporting technical issues, they are supporting end-user adoption issues as well.

Agreement Limitations

Most support agreements have limitations on the scope of the support and IT teams find themselves negotiating incidents, severity, and urgency which often differs from business to business, but remains fixed to the vendor.

Waffer for Support

Waffer for Support is Exceeders end-to-end support agreement, designed to provide timely, cost-effective support across your organization.

How It Works

The Waffer for Support agreement was designed using the know-how and experience of two decades of working with enterprises across the region, and IT support best practices.

The Waffer Support agreement saves your team time, money and effort by consolidating your support services contracts and simplifying the support process.

1 ### Assess
We begin by assessing your environment and your requirements with you, including whatever support agreements you currently have.

2 ### Consolidate
We consolidate your requirements and give you a single point of contact that will manage the support incidents with you, and deal with all of the parties involved until it gets resolved.

3 ### Manage
We manage support for you. You can focus on innovation, projects, and so much more. We will focus on getting your team the help they need to make sure everything runs smoothly.

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Why **Waffer for Support?**

Simple

Waffer for Support helps you simplify and streamline your support process. You no longer deal with multiple support partners - we will do it for you.

Cost-effective

Through a single agreement to manage all your support needs, there is no waste- you can transfer credits from one support option to another.

World Class Support

Through our Exceeders platform, we only engage highly qualified technical specialists for support incidents.

How to Engage

Contact Us

Get in touch with one of our customer success managers.

Meet with Us

Our team of support specialists will discuss your requirements to design the best possible agreement.

Sign the Agreement

Review and sign the Waffer for Support agreement.

Relax!

Now we can take on the burden of providing support and you can focus other important matters.

Contact Us

www.exceeders.com

info@exceeders.com

info@exceedgulf.com

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