

atlas CARE

is a service with which we ensure the smooth operation of the AtlasWMS system after its implementation as well.



your atlas
our care

WELCOME TO A SAFE ENVIRONMENT

Our supervision, round-the-clock availability and preventive maintenance ensure maximum accessibility of the system and a minimum error rate, and if errors do occur they are eliminated in the shortest time possible.

atlas CARE

UNBURDEN YOUR CAPACITIES AND LEAVE
ALL OF THE CARE TO US

The module, which is integrated into Atlas, constantly monitors the operation of the system. In the case of a potential deviation, our helpdesk automatically receives a warning, which enables us to react immediately.

Within the scope of maintenance, we perform the following regular preventive works, thus preventing unforeseen system downtime to the greatest possible extent:



Surveillance of the server, database and AtlasWMS system operation;



Maintenance of IT infrastructure (development tools, programmer training);



Maintenance and control of remote access infrastructure (VPN);



Technical support with a one-hour response time;



Free-of-charge elimination of faults in software even after the expiry of the guarantee period;



Backup implementation surveillance;



Monthly reporting on the state of the system and the services performed;



Oracle support;



Direct and immediate contact with our highly qualified experts ("no call centre").

HOTLINE 24/7

If you need support outside regular working hours as well (nights, weekends, holidays), you can reach our non-stop stand-by service, where our stand-by operator is available to you **24 hours a day, every day of the week, regardless of your geographic location.**



CUSTOMER BENEFITS: WITH FULL SUPPORT TO MAXIMUM EFFICIENCY

- **Time and money savings:** Regardless of your location or the day or hour when you need help, an Epilog technical expert is always available to you, which means that any potential problems are always eliminated in the shortest time possible.
- **Enhancing your team's competences:** Epilog's support team trains the Atlas system users in your company for more advanced use of the system, thus also equipping them to eliminate many problems independently.
- **Maximum system availability and minimum error rate:** Our surveillance and preventive maintenance ensure a minimum error rate and maximum system availability.
- **Free-of-charge error elimination even after the expiry of the guarantee period:** Atlas Care provides you with a prolonged guarantee period.
- **Support for "third-party" components:** Within the scope of the Atlas Care package, we can, in accordance with the supplier's conditions, also provide support and undertake interventions in support of the supplied "third-party" components (Oracle database, operation system, etc.).



WOULD YOU LIKE TO FIND OUT MORE?

For additional information visit our website www.epilog.net
or call our customer support, T: +386 (0)1 583 80 09

