

Application Support and Maintenance

Rock Solid Support from a Foundation of Three Key Strengths

- Credibility
- Infrastructure
 - Excellent team.
 - ISO 9001 certified process for taking over from existing support team.
- Resources
 - Financial Stability.
 - Longevity of Relationship.

Credibility

- Over 11 years proven track record for taking over third party systems as well as supporting systems we developed.
- Turnover growing rapidly.
- High profile clients such as the National Trust, Teletext and Tuxedo Money Solutions.

Infrastructure

The most important aspect of our infrastructure is the dedicated team of support professionals all of whom are developers, not helpdesk operatives equipped only to take messages.

We can provide first, second and third line support either working with or instead of your helpdesk. If you combine our support services with our hosting service, we accept total responsibility for your application; you get a single point of contact and keep your application running.

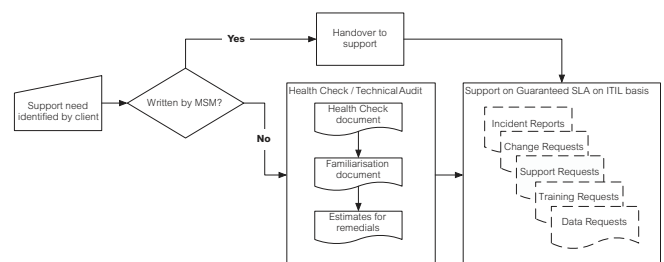
We provide our online call logging software support.msmsoftware.com free of charge to enable clients to raise incidents and track their progress online. A summary of how Support Solved works is shown overleaf.

We have monthly service review meetings with you to ensure our service always meets your expectations.

Our mature infrastructure for support means that we can offer guaranteed service level agreements (SLAs) for even the most business critical systems. Our SLAs include support 24 hours a day 7 days a week with a 30 minute response time. We even guarantee response times.

ISO Certified Process

Support Solved, our ISO certified process, is a structured quality management system that enables us to guarantee the highest levels of support even if we didn't write your application.



Microsoft Gold Certified Partnership

We are Microsoft Gold Certified Partners (# 1021101) which means our team is qualified to support the full range of Microsoft technologies. We can also support Java, Oracle and various legacy technologies such as Delphi.

Resources

Our team is big enough to guarantee SLAs up to 24x7. We are financially stable and will commit ourselves to earning your trust and building a long term relationship rather than tying you in to a long contract.

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Financial Stability

It is our policy to avoid over reliance on any one client and we are cash rich and financially sound. Our strategies are set and growth controlled to minimise risk. When you choose MSM you choose a reliable and stable business partner for a long term future.

Longevity of Relationship

Because the service MSM provides is so outstanding we build very long term relationships - we have never lost a support client. MSM is a choice that means your support needs are taken care of for as long as you need, removing the time, cost and worry involved in constantly seeking a better support service.

99.9998% of Service Level Agreements achieved.
Average response time: 18 minutes

