



Let Dynaway support your EAM – save resources and get access to skilled professionals

Dynaway Customer Plan Silver Advantages:

- Fast and efficient support
- Proactive Service Delivery Management
- Access to relevant skills and expertise when you need them
- Recommendations and advise of platform and application notifications relevant to Dynaway EAM
- Extend and maintain EAM competencies and capabilities
- No worries about unexpected costs related to support of Dynaway EAM

Dynaway's experts are ready to help you when you need it. We answer your questions regarding the use of Dynaway EAM, and we solve operational issues related to Dynaway EAM.

With Dynaway's Customer Care Services for Dynaway EAM, we support your organisation with specialized skills, ensuring stable EAM operations and enabling you to fulfil organisational requirements for enterprise asset management capabilities.

Tailored to your needs

Dynaway guarantees fast, prioritized response times for your support tickets, so you can quickly get back to work.

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Dynaway Service Desk

Your enquiry is received, resolved or escalated



Application Support



Service Requests



Service Delivery Manger



Dynaway Product Portal



Service Review Meetings



Platform and Application Notifications



General Information

Dynaway keeps you informed and updated

Dynaway's experienced Service Desk employees will handle your questions regarding Dynaway EAM. Our application and technology consultants and specialists handle specific service requests – and Dynaway keeps you informed, updated and aware of new opportunities.

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Dynaway Customer Care Plan Silver includes the following:



Dynaway helps you manage and maximise the benefits of your Dynaway EAM solution.

- **Service Desk** – Provides you with a single point of contact (SPOC) for all your inquiries. The Service Desk handles all incoming incidents, problems and support requests.
- **Application Support** – Dynaway's team of specialists is available to help your business and will provide support and restore operation in case of operational problems related to Dynaway EAM.
- **Service Requests** – Gives you easy access to request advice, information or service.
- **Service Delivery Manager** – Provides you with a named and central point of contact who acts as your advocate within Dynaway and who drives support as well as customer-centric product and service improvements.
- **Dynaway Product Portal** – Get instant access to information about Dynaway EAM and download Dynaway EAM software releases along with the relevant documentation and material.
- **Service Review Meetings** – Have a forum to follow-up on engagements outlined in your Customer Care Plan, support, upgrades, and project deliverables.
- **Platform Notifications** – Let Dynaway's specialists evaluate and comment on relevant Microsoft notifications on which additions, updates and upgrades related to Dynaway EAM will add the most value to your business.

Dynaway Customer Care Services for Dynaway EAM are available in three versions: Silver, Gold, and Platinum. Each version includes standardized services that meet typical business needs, depending on the size and complexity of your organization. The final solution can be further adapted to suit your specific business needs.

Everything you need – from one experienced business partner

Contact Dynaway to find out more about how we can support and optimize your Dynaway EAM implementation – or to talk about your other business needs.

Dynaway's experience across ERP – and our deep IT expertise – enable us to support your Dynaway EAM solution to the extent that best matches your needs.

Contact Dynaway at +45 9617 0370 or info@dynaway.com to hear more about Dynaway Customer Care Services

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