

# CUSTOMER SUPPORT

## WEB BASED CUSTOMER SUPPORT SYSTEM

Micro Nav provides a web based support desk that it is accessible to all customers in support. The support package also includes multi-level offerings, meaning the customer can choose the level appropriate for them. The levels are categorised as; Gold, Silver, Bronze, below is a summary of what each level of support will include:

### BRONZE

- Online help desk
- Online incident reporting, resolving and tracking
- Online User Forum
- BEST User Group invitation for one delegate



For more information regarding customer support options please contact: [support@micronav.co.uk](mailto:support@micronav.co.uk)

### SILVER

- Online help desk
- Online incident reporting, resolving and tracking (priority over bronze)
- Online User Forum
- Best User Group invitation for one delegate
- Telephone support
- One site visit for up to three days
- Supplementary training of up to three days at Micro Nav UK for up to two delegates
- Remote access support
- Hardware obsolescence advice

### GOLD

- Online help desk
- Priority over Silver and Bronze with online incident reporting, resolving and tracking
- Online User Forum
- BEST User Group invitation for two delegates
- Telephone support
- Two on site visits of up to three days
- Supplementary training of up to five days at customer site or MNL UK for up to eight delegates
- Remote access support
- Hardware obsolescence advice