

SitaWare Helpdesk

We will stand by you all the way to operational success

Once your C2 system is in operational use, it is essential that you receive professional support for any questions or difficulties that may arise. Our SitaWare Helpdesk team is staffed by highly skilled technicians and domain advisors with real life operational experience

Focus on your core business

- When your C2 system is in operational use, it will be vital to operational success that it runs continuously and efficiently
- On-site customer technical staff often have limited in-depth knowledge of how to handle all technical issues
- Assistance is required rapidly during critical operational phases, with no time for waiting in phone queues

Get help with any aspect concerning your SitaWare C2 solution

- We will guide you through technical and operational issues with your SitaWare based C2 system through e-mail, chat and telephone
- Systematic technical staff will analyse reported issues, keep you in the loop on progress and provide remedies
- Issues will be treated according to severity within a service level agreement for response time and related performance goals
- Optional 24/7 availability
- Optional on-site support

Be in continuous dialogue with skilled C2 professionals

- Technical issues are handled by technicians with hands on experience with the SitaWare C2 suite
- Operational issues are handled by domain advisors with real life operational experience

Support when you need it, where you need it

- You approach the helpdesk by reporting the issue directly on the internet
- You have dialogue with the helpdesk through e-mail, chat and telephone
- If the issue cannot be solved online, you may request on-site support and the helpdesk will arrange a visit by relevant technicians and/or domain advisors
- You may request 24/7 availability directly on the internet

Simplicity Trust Performance Forward-thinking

About Systematic

Systematic is an internationally renowned software company with over 450 highly qualified employees. We provide scalable software products, services and projects for defence forces, security organisations and systems integrators. With offices in Denmark, Finland, UK and USA, we are delivering solutions globally to over 40 countries and more than 100,000 users worldwide.

Our ability to simplify critical decision making is based on our core competences within information management, application integration and interoperability. We focus on quality and process maturity. The maturity of Systematic and the quality of our software are of the highest standard, which is demonstrated by our CMMI Level 5-certification.

Denmark

Søren Frichs Vej 39
8000 Aarhus C
Tel +45 8943 2000

United Kingdom

The Coliseum
Riverside Way
Camberley, Surrey
GU15 3YL
Tel +44 1276 675533

Kesteven Business Centre
2 Kesteven Street
Sleaford, Lincolnshire
NG34 7DT
Tel +44 1529 303322

United States of America

5875 Trinity Parkway, Suite 130
Centreville, Virginia 20120-1971
Tel +1 703 385 7522
Free phone +1 888 665 IRIS

Finland

Finlaysoninkuja 19
33210 Tampere
Tel +358 207 463 870

E-mail: defence.sales@systematic.com