

Our Support Services

Support is vital to your operation - both to ensure problems are resolved quickly and that any downtime is kept to an absolute minimum.

Here at Damarel we are used to delivering solutions into business critical environments, and we understand how important it is that we also deliver a first class support service to back this up.

All of our products are provided with annual Support and Maintenance contracts, specifically tailored to our customer's requirements. Whether you need business hours coverage only, or full 24/7 dedicated hotline support, we can arrange the cover you need to ensure your operation keeps on working. Damarel HelpDesk

The Damarel HelpDesk is many of our customers first point of contact, providing a rapid response telephone and email service, answering queries and dealing with reports.

Our dedicated HelpDesk staff are highly trained in all of our products and platforms, and are capable of resolving the majority of issues very quickly. They also act as the primary point of contact for tracking ongoing issues, liaising with both the development teams and customers to ensure that reports are resolved as rapidly as possible, with minimal impact. Remote Support

To ensure the best possible response times, and with installations all around the world, Damarel always recommend that Remote Access is made available to sites. This allows us to perform thorough investigations, change configurations, upload new software and even remotely view the user's desktop to see what they are seeing - all from our office.

Remote access can be provided by a number of means - across the corporate WAN, via the Internet, by using a dedicated circuit or even, if required, a legacy dial-up line.