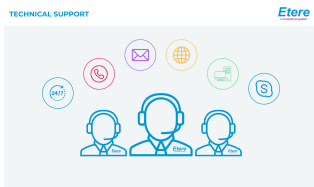# ETERE TECHNICAL SUPPORT

Etere Technical Support helps to resolve technical and operational issues, analyze your system and support any technical enquiries.

Etere Technical Support Diagram

The Etere team is on standby 24/7 to help you succeed and get the results you need; whether it is troubleshooting an issue or customizing workflows, the Etere support service is always available for all Etere users on a support contract. Furthermore, Etere users have access to unlimited software updates and upgrades, keeping your system optimized for the best performance at all times. As part of its commitment to users, Etere invests in its Research and Development to release new features, upgrades and security patches several times per year, keeping your Etere system optimized at all times.

Etere provides remote access assistance in troubleshooting, reconfiguring or increasing operational efficiency in the environment. Every incident that our customers log comes with an identification number that would be sent via e-mail, skype or telephone. For greater convenience, customers are given access to a portal on the web where they can view the incident status anytime and from anywhere as long as they have an internet connection.

Key Features

☐ Dedicated 24/7 service
☐ Worldwide centre that concentrates on problem solving and facilitates timely intervention
☐ Single point of contact
☐ Unlimited questions and answers
☐ 360°assistance from highly specialized Support Engineers
☐ Software upgrades and direct upgrades are included through support service
☐ All incidents logged by customers are assigned unique incident number for tracking
☐ Web portal for customers to log in and check incident status from anywhere in the world as long as they have an internet connection
☐ Real-time integration with unlimited and direct VPN connection to the customers' PCs
☐ Teamviewer connectivity
☐ Skype support is available
☐ Trusted solution since 1987

An Ideal Choice

Etere Technical Support is on standby 24/7 to manage your Etere system.
☐ Keep devices operating safely
☐ Provide fast response
☐ Provide software fixes
☐ Share our experience and knowledge with your specialists
☐ Ensure optimal performance at every step of your workflow
☐ Ensure best practice
☐ Ensure operational efficiency
☐ Experienced and adaptable engineers delivers an exceptional experience
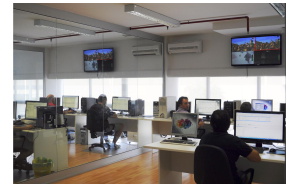
Top Quality & Answers on Demand

Etere Technical Support comprises of a team of highly specialized engineers who are prepared to support customers from any part of the world 24 hours a day, 7 days a week. Etere strongly believes in its philosophy to provide outstanding service and to take care of any customer's needs concerning the use of Etere software. Etere Support Service is the most useful way to optimize your company development thanks to the competence of our technical resources who are specifically and totally committed to solve your problem. Etere's technical support quality will meet customer needs with the best efficiency and dedication because we know that high service quality results in a high customer satisfaction, and vice versa.

Software Upgrades

Etere Technical Support helps your company to deliver new capabilities and efficiencies through regular software upgrades. Etere offers continuous updates of its products through the support service that incorporates new features and fixes. Etere is a leader of innovation that empowers with the best tools available on the market. Future-proof your assets with Etere's forward-thinking solutions!