Pegasus Software Support from o-a-sys

o-a-sys provide a comprehensive software support service which can be tailored to meet your exact requirements.

Helpdesk Hours
Monday to Friday, 09.00 - 17.30

- ✓ Helpdesk support from fully accredited support consultants

- ✓ Logging of support issues by phone or email

- ✓ Unlimited* calls and emails to our helpdesk

- ✓ Priority support for customers with a current support agreement

- ✓ Direct access to our experienced consultants and developers

- ✓ Remote Access Support - the ability to log on to your system for faster diagnosis of issues

Our dedicated team will ensure your support issues are dealt with as quickly and efficiently as possible from a central point of contact.

Contact us

To discuss our support services in more detail or request support:

Call: **01233 812050**

Email: **support@o-a-sys.co.uk**

Visit: **www.o-a-sys.co.uk**

Why invest in a Pegasus support agreement with o-a-sys?

o-a-sys are not just a Pegasus Solutions Partner but also a qualified Pegasus Centre of Excellence. This accreditation is awarded to a select number of Pegasus resellers who demonstrate an exceptional level of service and support to their customers.

We have extensive knowledge of Pegasus products and between the team have over 60 years experience!

We pride ourselves on the personal service we provide to our customers and achieve an excellent satisfaction rating within our customer base.

pegasus
Centre of Excellence 2014

Which type of support is best for you?

We offer two types of support agreement:-

1. Standard Helpdesk Support

An annual contract designed to provide a support service for operational queries or advice on functional matters. It offers unlimited* telephone and email support and we may also use remote access software to better understand and assist in resolving your issue. You benefit from priority support, a discounted hourly rate and no callout charges for site visits.

It does not include any changes we make to your system which include but are not limited to configuration changes at your request, data fixes or fault repairs, adding of new functionality where new features have been purchased, amending documents or creation of reports and any onsite labour. These items would be charged at our standard contracted hourly rate.

2. Prepaid Helpdesk Support

A prepaid contract whereby time is purchased in blocks of hours in advance. This option can help to ensure no unexpected and additional invoices are received so budgeting becomes easier. Prepaid time is used for all elements of telephone and email support, functional queries, system configurations, problem solving, report writing, onsite work and installations provided by o-a-sys. Bespoke development services are not included and will be quoted for separately as required.

A monthly statement is issued to a nominated contact to monitor outstanding time. All helpdesk calls will be recorded in 5 minute increments. Prepaid time will automatically renew at the earliest of either when all the time purchased has been used up or one year from the start date (when any remaining balance will expire).

	WITH Support	NO Support
Priority support Calls & e-mails from customers with a support agreement are prioritised.	✓	X
Unlimited* inclusive calls or emails to o-a-sys *Unless otherwise stated on the renewal document. We reserve the right to review and increase the annual support cost if usage is deemed excessive. A minimum charge of 1 hour is applied to each support request received without a support contract.	✓	X
Discounted hourly rate Without a support agreement our standard hourly rate is 20% higher.	✓	X
No callout charge for site visits Without a current support agreement all site visits are subject to a call out charge equivalent to one hour.	✓	X