

Multi-tier proactive support to eliminate experience disruptions



Currently serving
10 billion
customer interactions

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Servion enables business transformation for enterprises in the area of Customer Experience Management. Over the last two decades, Servion has evolved from being a single channel expert then to now converting omni-channel touch points into customer journeys with over 10 billion customer interactions in 60 countries across 4 continents. Servion's CX experts based in USA, UK, UAE, Singapore, and India deliver measurable outcomes through consulting, advanced technologies and industry-specific IP platforms.

For more information, visit us at www.servion.com | marketing@servion.com

Maintenance and support

Our multi-tier support and maintenance services strengthen the end experience of products and platforms by keeping them smoothly running, with minimum to zero disruptions. Our support framework significantly reduces workload on internal resources while reducing the bottom-line TCO.

What we offer

L1-L4 support

From reactive to predictive and predictive support, we help you intuitively monitor and manage the health of your entire product portfolio.

- Handle large volumes of inbound support queries with ease and flexibility
- Leverage an end-to-end quality assurance framework for improved turnaround times
- Move from traditional support systems to futuristic outcome-based models

Feature enhancements and reengineering

We give you the tools to make room for new functionalities, features or corrective measure while ensuring upkeep of technology.

- Improve the whole technology stack with zero disruptions
- Review existing legacy systems to determine need for upgrades
- Optimize product performance by adding interaction layers on an ongoing basis

Migration and porting; updates and patch management

We provide scalable migration and porting services; from infrastructure analysis and solution planning to transition and support.

- Take an incremental porting approach to reduce maintenance and support costs
- Use agile methodologies for continuous support throughout the migration cycle
- Streamline support workflows and improvise maintenance activities

Service desk automation

We make it possible for you to take the pressure off your resources while guaranteeing higher ticket resolution.

- Utilize a virtual workforce to respond faster, with minimum experience downtimes
- Do away with low-value processes and reduce support costs
- Harness ready-to-use support capabilities without building automation from scratch

Why choose us

1

Adopt a 'follow the sun' support model with 24/7 assistance

2

Cut down complexity of siloed maintenance with a SPOC for all your IT needs

3

Significantly reduce TCO while boosting your ROI

4

Create carefully-outlined service level agreements to gain extra flexibility