



# Offshore Support Process

## Support Types

Post implementation support – Technical and functional issues on the following model.

- Retainership
- T&M (on call basis)

## Congruent's value adds for your support

- Response time based upon issue severity

Issue severity	Maximum response time
Critical Bug	Less than 2 hrs
High Priority	Less than 4 hours
Low Priority	Less than 7 hours

- Transparency at work that provides a complete overview of the work performed
- Flexibility across various time zones to minimize response time
- Trained & certified consultants capable of handling any level of support cases
- Our support structure ensures that your downtime is always at minimum level
- We can stream into your system directly & deliver solutions on the go

## Tools used

- Team Foundation Server – TFS
- Microsoft SharePoint
- Client specific tools

