

GREAT SERVICE



Dedicated service – anytime, anywhere

Our goal is to always deliver service excellence to our customers throughout every engagement. With this in mind we pay particular attention to our customer services processes, so that you experience our support quickly, efficiently and professionally.

1 First point of contact

You can open a ticket yourself at any time via our service portal. If you prefer to speak personally to someone from our Customer Service Center, then please call us at one of the numbers listed below – depending on your location. Alternatively you can send us an email with your request and Site-ID to one of the addresses listed.

[service.damovo.com*](https://service.damovo.com)

*your personal login to our Service Portal is obtained simply and easily from our Service Desk team.

2 You already have a ticket?

You can obtain an update on the current status of your ticket at any time via our Service Portal or by speaking directly to our Customer Service Desk.

Belgium

Tel: +32 2 7088411

Email: helpdeskCS.Belgium@damovo.com

Germany

Tel: +49 211 8755 5555

Email: customerservice@damovo.com

Ireland

Tel: +353 1 4293030

Email: service.ireland@damovo.com

3 Our commitment to you

Our goal is to always provide our customers with the best possible service. We constantly optimise our ITIL-oriented service processes, and continuously develop the skillsets within our service team.

Your advantage is our passion – this is our highest priority when providing services.

We consistently achieve excellent results in our customer satisfaction surveys. This is evidence of our commitment and spurs us on to maintain the highest level of service standards across every engagement.

Luxembourg

Tel +352 490720222

Email: helpdeskCS.luxembourg@damovo.com

Poland

Tel: +48 22 533 71 71

Email: serwis.pl@damovo.com

Switzerland

Tel: +41 848 82 22 33

Email: support.switzerland@damovo.com

International

(Damovo Global Services)

Tel: +49 211 8755 4747

Email: global.customerservice@damovo.com

GREAT SERVICE



Damovo - your reliable service partner

We are always there for you

Our team of highly skilled experts provide responsive, professional and competent support – from the initial acceptance of your query to the provision of the solution. Our multilingual Customer Service Centre is available 24 hours a day, 365 days a year.

Damovo holds the highest levels of accreditation with the leading technology vendors. This gives us optimum access to the technology experts at a wide range of best-in-breed partners such as Avaya, Cisco Systems, HPE Aruba, Microsoft, and Mitel.

Our partner certifications ensure excellent quality in the following areas:

- ▶ Technical Competency
- ▶ Service and Support
- ▶ End user training
- ▶ Customer Satisfaction
- ▶ Organisation & Processes

Your advantages

- ▶ We provide a single point of contact for all your support needs.
- ▶ We are available for you around the clock, even on Sundays and bank holidays – at all service and support levels.
- ▶ We simulate and verify upgrades of large, complex communication systems and networks in our test laboratory prior to commencement in a live environment.
- ▶ Our NOC (Network Operations Centre) is able to work on the majority of your issues via remote diagnosis and remote maintenance.
- ▶ We offer a fully optimised request process via the Damovo Service Portal – giving you 100% transparency of your complete ticket history.

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