

GREAT SERVICE



Dedicated service – anytime, anywhere

Our goal is to always provide the best service. We pay special attention in this context, so that you experience our support quickly, efficiently and professionally.

1 First point of contact

You can open a ticket yourself at any time over our service portal. If you prefer to speak personally with an employee from our Customer Service Center, call us at **+49 211 8755 5555**. Or send us an e-mail with your request and Site-ID to customerservice@damovo.com.

service.damovo.de*

*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 information on the current status of your ticket at any time in our Service Portal or speak directly to our Service Desk on ticket-related issues.

+49 211 8755-4810 *

*Our Service Desk is available Monday to Friday from 8:00 AM to 4:45 PM.

3 You have further questions?

„Our goal is to always provide our customers the best service at the highest quality on offer.

That is why we are constantly optimizing our ITIL-oriented service processes and operate with great effort to continuously develop skills within our service team.

We take responsibility with passion – this is our highest priority when providing services.

The good evaluation from our customers in the customer satisfaction surveys acknowledges our commitment and spurs us on to maintain the highest level of service standards.“

Ralf Wiesemann
Director Service

Your contact person

Mark Klein
Manager NOC / Service Desk

mark.klein@damovo.com

Ralf Wiesemann
Director Service

ralf.wiesemann@damovo.com

GREAT SERVICE



Damovo – Your reliable Service Partner

We are always there for you

Our team of experts provides a quick and competent support from the acceptance of your query to the solution. Our multilingual Customer Service Center is available for you 24 hours at 365 days per year to take up your request.

In addition to this Damovo's strategical alliances ensure the optimum access to the know-how of the most important technology partners such as AudioCodes, Avaya, Cisco Systems, HPE Aruba, Microsoft, Mitel, NICE, Paessler, Polycom and Sikom.

Our partners certify an excellent quality to us in the areas:

- ▶ Competence
- ▶ Service and Support
- ▶ Training offers for End Customers
- ▶ Customer Satisfaction
- ▶ Organisation & Processes

Our customers and independent experts confirm the fact that Damovo belongs to the most customer-oriented companies in Germany.



Wettbewerb
TOP SERVICE
DEUTSCHLAND
2016



Wettbewerb
TOP SERVICE
DEUTSCHLAND
2017

Your advantages

- ▶ „Single Point of Contact“ for all services of your Voice and Data communication.
- ▶ We are available for you around the clock, even on Sundays and bank holidays – at all service- and support levels.
- ▶ Verification, simulation and upgrades of big, complex communication systems and networks in our test laboratory.
- ▶ By using a new invented remote technique, our NOC (Network Operations Center) is able to work on most of your issues via remote diagnosis and remote maintenance.
- ▶ Optimized Request Process via the Damovo Service Portal. We not only offer you the possibility to place a new request but also provide a complete ticket history. This provides 100% transparency of the current status for your query.

Please send any Hardware Return to our Repair Center:

Damovo Deutschland GmbH & Co KG Service Logistics
c/o UPS SCS GmbH & Co. KG
Hans-Günther-Sohl-Straße 4
47807 Krefeld / Germany