

Looking For Help And Advice?



Customer &
Product Support

hiCO.com
G R O U P
I N T E R N A T I O N A L

Get Assistance From Our Experts!



HICO CUSTOMER & PRODUCT SUPPORT

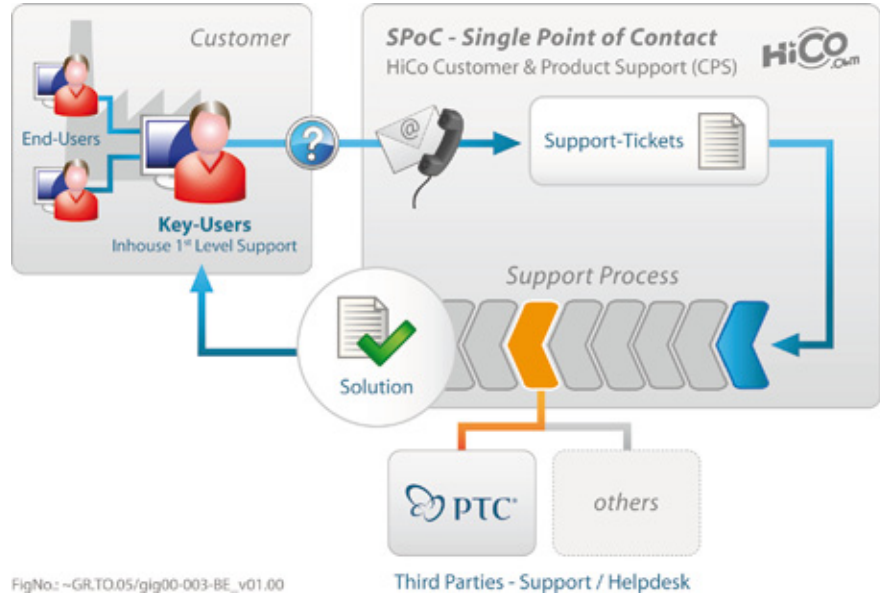
The **HiCo Customer & Product Support (CPS)** is responsible for all customer activities concerning the commissioning and the running operation of software solutions by HiCo. Those activities include besides the offer for maintenance of software, also an extensive portfolio of support services and training measures (for further information see folder of the "Training Academy Pannonia" or please visit <http://training.HiCo.com>). The solution portfolio comprises services for own products and for partner products, technologies from market leaders as well as complex customer solutions.

The department Customer & Product Support at HiCo ensures full support, availability of highly qualified contact persons and fast as well as high-quality processing of the received requests and problems, with the goal of sustainable customer satisfaction.

The completion of demands to the Customer & Product Support is realized through a cross-divisional process with central control, which actively combines all involved organizational units at HiCo, especially product specialists and developers.

Additionally, customers benefit from the established **Single Point of Contact (SPoC)**. Because of the ensured communication between the qualified and certified HiCo employees, defined Key-Users from our customers and the involvement of external support organizations, maximum support for the software products in operation is guaranteed. The involved product manufacturers and partners of HiCo include for example PTC – Parametric Technology Corporation (see graphic).

HiCo department Customer & Product Support offers various support services and training measures for own products as well as for third party products with the goal of sustainable customer satisfaction.



Adjoining you will find a detailed overview of all Support Packages offered by HiCo. If you have any further questions or if you would like to receive a specific support offer from HiCo, please do not hesitate to contact us!



Our support employees are available from
Monday to Thursday from 07.45 a.m. to 06.15 p.m. and at Friday from 07.45 a.m. to 03.30 p.m.
via email at support@HiCo.com
or at our **hotline number 00800 704 61-450** (in Europe free of charge).

SUPPORT SERVICE PACKAGES BY HICO CUSTOMER & PRODUCT SUPPORT (CPS)

The support service packages by HiCo Customer & Product Support are individually tailored to the needs of our customers and offer extensive support services in different levels, based on the *Standard Support Package*.

Standard Support Package

The *Standard Support Package* includes the following services for defined Key-User of our customers:

Application-Support / HelpDesk

- SPoC / telephone hotline (receiving requests from Key-Users)
- First-Level-Support

Technical-Support

- Second-Level-Support
- Third-Level-Support

HiCo InService-Support-Process & -System (ISS-System)

- Project management: leading, planning, internal reporting (incl. supervisor tasks)
- IT system management HiCo-ISS
- Optional: Web-based document management system

These services are offered for own products and third-party products as well as for standard configurations, individual configurations and customer solutions.



Extended Support Package

This package is an extension of the *Standard Support Package* by the following services:

- Quarterly reporting and statistics of support request for customers
- Customer-site management and optimization of support processes (incl. CPS process optimization)
- Process review of evaluations from the support database with proposals for optimization
- Customer assigned „Dedicated Support Engineer“ with detailed records about the present IT infrastructure and current configurations



Maintenance and Support of Customer Solutions

Within the package *Maintenance and Support of Customer Solutions*, planned man-days will be assigned to possible service packages according to a defined budget. Services will be invoiced according to actual efforts and will be supplied at individual request. *Maintenance and Support of Customer Solutions* includes the *Provision of Engineering Resources* with

- In-house activities by (senior) software developers and consultants and
- Customer-site activities by (senior) software developers and consultants.



IT-Systemmanagement Support

The optimal use of software solutions requires an existing efficient IT infrastructure. This infrastructure should ensure future safety in a rational use of available resources. As a well-established system integrator, HiCo offers a competent analysis of the requested hardware and an optimal support for your IT system management (in-house and customer-site).



Case-Related On-Call-Support

On customer demand we provide an on-call service **outside the standard support hours** in order to be able to interact in specific cases immediately. The Case-Related On-Call-Support can be ordered by our customers with an additional contractual agreement (with in-house and customer-site activities).



HOW TO REACH US:

Email **support@HiCo.com**
Hotline **00800 704 61-450**
(in Europe free of charge)

STANDARD SUPPORT HOURS:

Monday to Thursday from
07.45 a.m. to 06.15 p.m.
Friday from
07.45 a.m. to 03.30 p.m.

ABOUT

ASN Aviation Service Network is a service company for the commercial and military aviation industry, mechanical engineering, automotive and other industries. Our main focus is the preparation and processing of technical publications. We also provide consultancy and training services for **ATA iSpec 2200 & ASD/AIA S1000D®**.

HiCo, established 1997, is a leading worldwide provider of enterprise IT-solutions for the industry as well as for the civil and military environment of aviation and ship building. We provide services and IT-solutions for securing the central storage of technical-logistic information and product data as well as its use-oriented preparation for the usage in different media and formats. We focus especially on the standards for technical communication **ASD/AIA S1000D®**, **S2000M** and **ATA iSpec 2200**, with the objective of integrated logistics solutions.

HiCo is an authorized **technology and training partner** of **PTC** (www.ptc.com).

ASN Aviation Service Network & HiCo are members of



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www.HiCo.com
