

Support Services

Support from your trusted OSS partner

Maintenance and ongoing support are critical aspects to consider when selecting an OSS partner. Sigma Systems offers comprehensive maintenance and support services designed to help service providers leverage their investment into our products and solutions and increase their business value and performance over time.

As a Sigma Systems maintenance and support customer, you are assured of ongoing, consistent business operations with:

Regionally Dedicated Support Teams

As a global company, Sigma Systems recognizes the importance of providing all of our customers with regionally dedicated support teams and Technical Account Managers (TAMs). From the moment your deployment project



begins with our products and solutions, our local teams are directly involved with the implementation and its success. This enables our team of experts to have deep knowledge of your specific deployment environment, which in turn accelerates issue resolution and response speed and eliminates downtime and quality of service or experience impact to your customers.

24x7x365 Issue Resolutions

We offer full service 24x7x365 issue resolution support via telephone, email and an online trouble ticketing and issue resolution knowledge base that is backed by industry-leading service level agreements (SLAs) with multiple escalation tiers delivering the right level of support at the right time.

Complimentary System Health Management

You also have access to the HealthCheck Monitor, Sigma Systems' complimentary system health management tool that enables corrective action against system performance threats to be taken before they affect the mission critical OSS.

New Version Release Access

As a maintenance and support customer, you are automatically entitled to all major, minor and maintenance version releases for the portfolio of products and solutions you have deployed from Sigma Systems.* This ensures that you have access to the latest product enhancements such as performance improvements and new technologies designed to bring a greater competitive edge to your service offerings and deliver the latest enhanced services customers demand today.

*does not include customer enablement fees associated with the deployment of new product releases.