

EPICENTRE SERVICES

Service Desk

For post-delivery support Epicentre offers a personable Service Desk, allowing you to rest assured that your customers' issues are being dealt with whilst you move on to your next project. Epicentre Service Desk offers the following services to ensure smooth running of your project post-delivery:

Maintenance

We can help you ensure the continued success of your applications by keeping them up to date. Maintenance work can involve fixing faults, additional regression/maintenance testing, improving performance or other attributes and/or adapting your applications to better meet the needs of a changing environment.

Content editorial

Keeping your content up to date with new articles, FAQs, third-party materials, etc can be a headache. We can proof-read, critique or edit any new content – and even develop it for you from scratch. And because we have full access to Epic's production resources and subject matter expertise, we can also offer up-to-the-minute advice on content strategies, policies and standards.

Technical support

New releases or commitments to build an effective support team can incur high costs. Outsourcing technical support

enables you to control these costs. Epicentre Service Desk is well established, with an experienced and dedicated support services team able to resource all your technical support needs.



Next steps

Whatever stage of development your product is at, Epicentre can offer help and advice in making sure you get the most effective strategies and solutions to ensure your product is robust and your users supported. Our testing and support experience and knowledge is second to none, and our tools and talent ensures that your application quality is maintained throughout the lifecycle.

So give us a call to find out how we can help you plan and implement the ideal test solution.

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