

1 ENGAGE

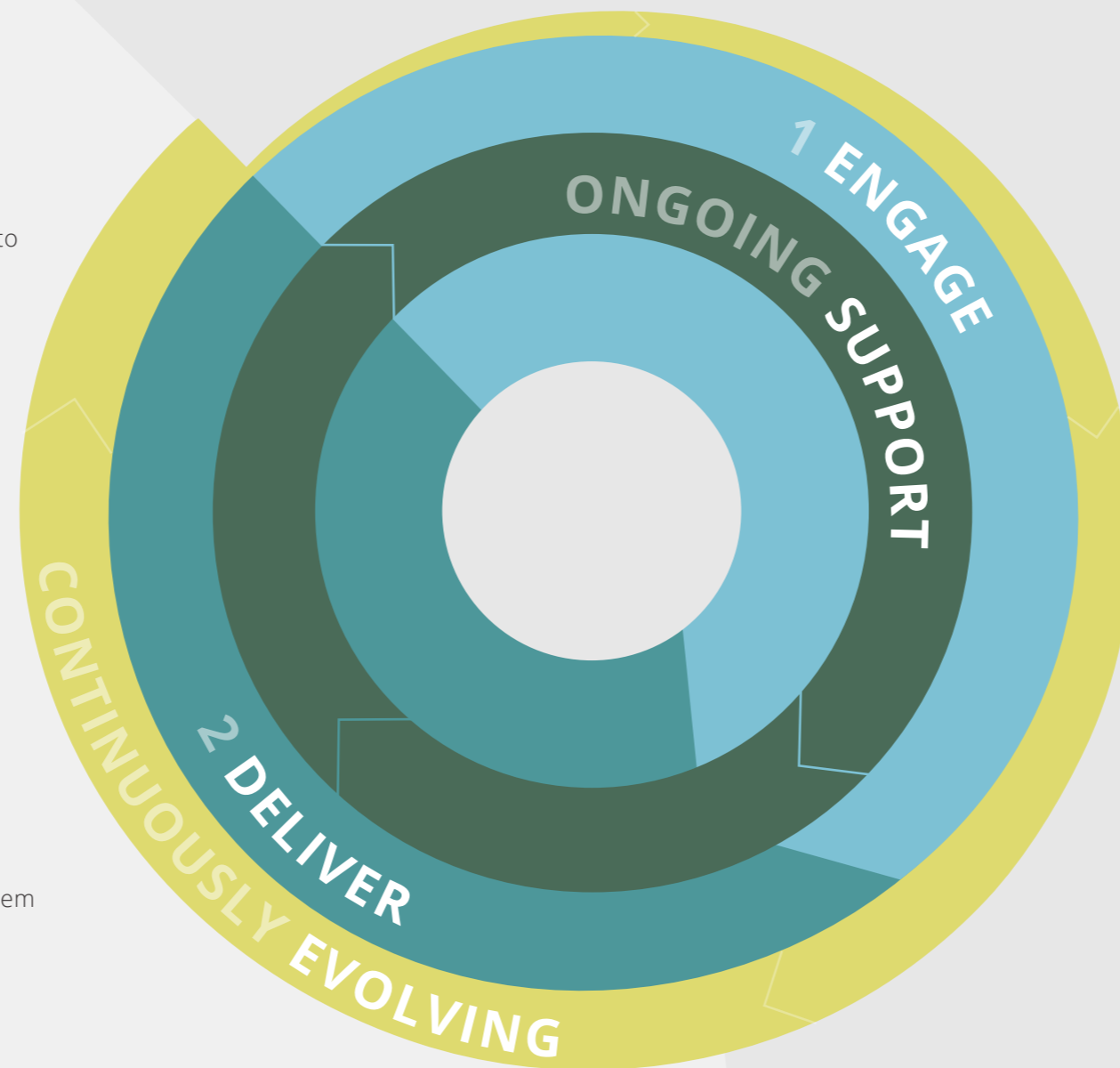
From our first contact with you, through our sales team across to our support team, Percipient's company ethos of openness and transparency permeates throughout the organisation leading to confident and trusted engagements.

2 DELIVER

Percipient Implementation Services work collaboratively with their customers, ensuring that requirements are well understood and agreed prior to any project activity.

Percipient welcomes the involvement of their customers throughout the project.

By working together we can deliver a value adding business system for your organisation.



CONTINUOUSLY EVOLVING

Percipient have spent the last decade working closely with our customers ensuring that they continue to evolve with their ERP systems.

This goes beyond our standard support offerings and helps our customers maintain peak business performance over time through post-implementation insight into new technologies and key industry trends.

ONGOING SUPPORT

PercipientAdvance functions through dedicated support teams who take ownership of all customer issues and are responsible for their resolution, with the backup of comprehensive technical expertise directly from the vendor's global support teams.

Our levels of support are outlined below but can be tailored to suit your specific needs:

1

Service desk
UK business hours

Remote
support access

2

Flexible service
desk hours to cover
extended business
hours if needed

Dedicated
support team

Built in
management
and reporting

Critical incident and
bug fix patching

Quarterly
health check

3

24x7 support
coverage

Dedicated
Account
Manager