

Maximise value and reduce risk

supportx



ideas that change everything

oak 
innovation

SupportX

...maximise value and reduce risk

As businesses focus on customer experience and digital transformation, the burden of supporting existing IT services can impact your ability to innovate.

Here when you need us most

When choosing technology, you need a partner that will support you throughout, especially when problems arise. Our dedicated in-house support team provides a range of services that extend from the helpdesk through to training, project management and custom development. Mission-critical organisations can opt for a premium package that includes rapid response with target 'back to service' times and active monitoring, all managed by a designated account manager.

Online support

Our online support centre provides administrators and IT professionals with 24/7 access to self-help guides and videos. This knowledge base assists users with routine activities and provides more detailed information in support of complex tasks.

Helpdesk support

Need expert advice? Our helpdesk can assist with any questions or problems you may have. The Oak Innovation development team is on hand to assist with more complex technical issues.

Software and security updates

Software and security updates are available to all supportX users for peace of mind. Our highest level of support also includes software assurance to ensure your business benefits from the latest enhancements.

Newswire

Be amongst the first to find out about new releases, products and services. Oak Innovation's Newswire provides information on compliance updates, new features and products, technical tips and security notifications to ensure you stay ahead of the game.

Remote training

Get the most from your Oak Innovation technology. Our higher-level support options include access to remote training sessions, ideal if you take on new staff or need a refresher.

Health monitoring


Identify and address issues before they affect service. Our remote monitoring service will look out for problems by monitoring the health of your solution, flagging any areas of concern for action.

Problem investigation and resolution

Our experienced support team will work with you to pin point and resolve problems. Our highest level of support includes a designated account manager to provide a single point of contact.

Professional services

Digital transformation is driving a world in which people, machines and information are connected. In addition to our 'off the shelf' CRM integration capabilities, our team of developers can assist with custom integration and development needs to help your systems work better together.

...ongoing support from our in-house helpdesk. 

SupportX offers a range of support and managed service options to help you optimise performance in an ever-changing world.

Support Plans

supportx

silver	gold	platinum
<p>An entry level support service for non-critical deployments. Includes remote access, security and software updates for peace of mind.</p>	<p>A comprehensive support and management service for business-critical deployments. Includes improved response times, health monitoring and access to remote training sessions.</p>	<p>Our highest level of support where deployment is critical to workflow or compliance. Includes our fastest response with target 'back to service' times, underpinned by an active health monitoring service.</p>
<p>Contact our helpdesk during normal working hours for a next day response.</p>	<p>Gold users may upgrade to active monitoring with or without 24-hour support.</p>	<p>Platinum users may upgrade to 24-hour support.</p>
<p>Silver</p>	<p>Gold</p>	<p>Platinum</p>
<ul style="list-style-type: none"> ✔ Access to online support 	<ul style="list-style-type: none"> ✔ Access to online support 	<ul style="list-style-type: none"> ✔ Access to online support
<ul style="list-style-type: none"> ✔ Access to helpdesk support 	<ul style="list-style-type: none"> ✔ Access to helpdesk support 	<ul style="list-style-type: none"> ✔ Access to helpdesk support
<ul style="list-style-type: none"> ✔ Next day response 	<ul style="list-style-type: none"> ✔ 4 hour response 	<ul style="list-style-type: none"> ✔ 2 hour response
<ul style="list-style-type: none"> ✔ Remote access 	<ul style="list-style-type: none"> ✔ Remote access 	<ul style="list-style-type: none"> ✔ Remote access
<ul style="list-style-type: none"> ✔ Problem investigation & resolution 	<ul style="list-style-type: none"> ✔ Problem investigation & resolution 	<ul style="list-style-type: none"> ✔ Problem investigation & resolution
<ul style="list-style-type: none"> ✔ Security updates 	<ul style="list-style-type: none"> ✔ Security updates 	<ul style="list-style-type: none"> ✔ Security updates
<ul style="list-style-type: none"> ✔ Software updates 	<ul style="list-style-type: none"> ✔ Software updates 	<ul style="list-style-type: none"> ✔ Software updates
<ul style="list-style-type: none"> Remote training session 	<ul style="list-style-type: none"> ✔ 1x remote training session 	<ul style="list-style-type: none"> ✔ 2x remote training sessions
<ul style="list-style-type: none"> Health monitoring 	<ul style="list-style-type: none"> ✔ Health monitoring 	<ul style="list-style-type: none"> ✔ Active health monitoring
<ul style="list-style-type: none"> Software assurance 	<ul style="list-style-type: none"> Software assurance 	<ul style="list-style-type: none"> ✔ Software assurance
<ul style="list-style-type: none"> Target 'back to service' times 	<ul style="list-style-type: none"> Target 'back to service' times 	<ul style="list-style-type: none"> ✔ Target 'back to service' times
<ul style="list-style-type: none"> Designated account manager 	<ul style="list-style-type: none"> Designated account manager 	<ul style="list-style-type: none"> ✔ Designated account manager
<ul style="list-style-type: none"> ✔ 1,3 or 5 year contract <i>option</i> 	<ul style="list-style-type: none"> ✔ 1,3 or 5 year contract <i>option</i> 	<ul style="list-style-type: none"> ✔ 1,3 or 5 year contract <i>option</i>
<ul style="list-style-type: none"> ✔ 24hr support <i>option</i> 	<ul style="list-style-type: none"> ✔ 24hr support <i>option</i> 	<ul style="list-style-type: none"> ✔ 24hr support <i>option</i>
<ul style="list-style-type: none"> ✔ 1,3 or 5 year contract <i>option</i> 	<ul style="list-style-type: none"> ✔ Active health monitoring <i>option</i> 	<ul style="list-style-type: none"> ✔ 24hr support <i>option</i>



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With Oak it's different

Oak has been capturing vital communications data for more than 30 years, with a passion for creating innovative solutions that provide critical information for strategy, service improvements and growth.

Innovation is at our core

We combine technical knowhow and creative flair in products anyone can use. Our big ideas allow businesses to do things they couldn't before, or to do them better.

We put our customers first

We take time to understand the goals and needs of each of our customers, and design our solutions accordingly. We're known for our friendly yet highly professional staff who are there for you at every step of the process: initial consultation and product demonstration to ongoing support from our helpdesk.

Oak Innovation Limited

7 Albany Park, Cabot Lane,
Poole, Dorset BH17 7BX

tel: 0800 9889 625

email: sales@oak.co.uk

oak.co.uk

Oak Systems International

Eaton Center, 1 Dundas Street West, Suite 2500,
Toronto, ON M5G 1Z3 Canada

toll free & fax: +1 888 720 6968 **local & fax:** (+1)647 723 7049

email: sales@oaksi.com

oaksi.com