



Global Telecom Support Center

Why should you let us do your work?

So, why let Logica Global Telecom Support Centre do the job?

Global Telecom Support Centre 24/7/365

Global Telecom Support Centre on-site support

Global Telecom Support Centre dedicated support

Global Telecom Support Centre platform support

Global Telecom Support Centre 24/7 on-call support

Global Telecom Support Centre in-office support

Why should you let us do your work?

By choosing Logica Global Telecom Support Centre as your Support Partner, you are letting our Customer Support experts handle customers' support issues in a professional manner. This frees up your internal resources to focus on your core competencies and what you do best. You gain access to advanced technologies and the unlimited capacity of a highly skilled support staff, without incurring excessive capital costs. Finally, when using us as your Support Partner, you gain the flexibility to expand as fast as you need, enabling you to accelerate your time to market.

At the Logica Global Telecom Support Centre, our ten years of experience, global reach and progressive technology allows our clients to access world-class services, lower capital costs and high skill sets. It is our mission to deliver quality services to our clients, helping them to open the door to new and exciting opportunities. We are ISO 9001:2000 certified to be able to work seamlessly with our clients and partners.

So, why let Logica Telecom Support Centre do the job?
Because your customers need you 24/7/365

The rules of business have changed. Customers, partners, and suppliers do business around the clock; they demand that you are there to answer their questions when they have them. With Logica Global Telecom Support Centre, your customers can be confident of getting their questions addressed as they arise, whether they are related to basic or more complex issues. They can reach the right person, when it is most convenient for them.

Because of our people

Logica Global Telecom Support Centre has more than ten years of experience in the telecom support industry supporting over 250 million users in more than 40 countries. Our management team and technology professionals are experts at what they do. Our engineers undergo a demanding recruitment process to ensure we hire only the best. Once part of the team, they receive one-on-one training on a Support Certification Course to ensure they are fully qualified and can deliver according to our SLA or WLA agreements. Our people are service-minded and professional, continuously building your desired image to your clients.

Because we are flexible

At Logica Global Telecom Support Centre we understand that your business is constantly changing. If your marketing campaign begins to soar and doubles the capacity you require, how quickly can you hire new staff and implement new technology? Then, if in the following month your needs return to normal levels, are you prepared to let those hard-to-recruit staff go? Our Support Partner services and solutions are designed to provide you with maximum flexibility. We have a large pool of qualified support engineers to draw from. They can quickly adapt to your needs without the significant costs of changing your business environment.

Because you only pay for what you use

With Logica Global Telecom Support Centre you pay only for services that you use. This means that we can offer the most efficient and cost-effective method for providing support to your customers.

Additional information (Sort)

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Global Telecom Support Centre 24/7/365

At Logica Global Telecom Support Centre we're committed to providing high-level product support 24 hours a day, 7 days a week, 365 days a year.

Global Telecom Support Centre on-site support

Our on-site support offering includes taking care of mission-critical needs that may arise and providing back-to-back support at your premises.

Global Telecom Support Centre dedicated support

Single point of contact during a project or an activity that would need special attention during a critical stage.

Global Telecom Support Centre platform support

Support for operating systems, hardware and databases handled with our expertise teams in OS/HW/DB support. Certified in Oracle/Sun/HP and Ingres among other market leader technologies.

Global Telecom Support Centre 24/7 on-call support

Support on-call for application, operating systems, hardware and databases handled within our support organisation. This is delivered from our on-call support teams or our 24/7 Support Centre.

Global Telecom Support Centre in-office support

Support at your site embedded within your support organisation. This is a long term support arrangement that we provide to our customers. This could be tailored to your individual specifications. Call now to find out how Logica Global Telecom Support Centre can help you!

For more information

Please contact your Account Manager at: charging@logica.com

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www.logica.se

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Logica är ett ledande internationellt it-tjänstföretag som skapar värde genom att integrera människor, affärer och it. Vi har idag 39 000 medarbetare varav cirka 5 200 i Sverige. Vi erbjuder verksamhetsinriktade konsulttjänster, systemintegration och outsourcing till våra kunder runt om i världen som inkluderar många av Europas största företag och organisationer. Med långsiktiga samarbeten och djup verksamhetskunskap skapar vi innovativa lösningar för att möta våra kunders affärsbehov. Logica är noterat både på London-börsen och på Euronext i Amsterdam (LSE: LOG; Euronext: LOG).

Mer information finns på www.logica.se

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