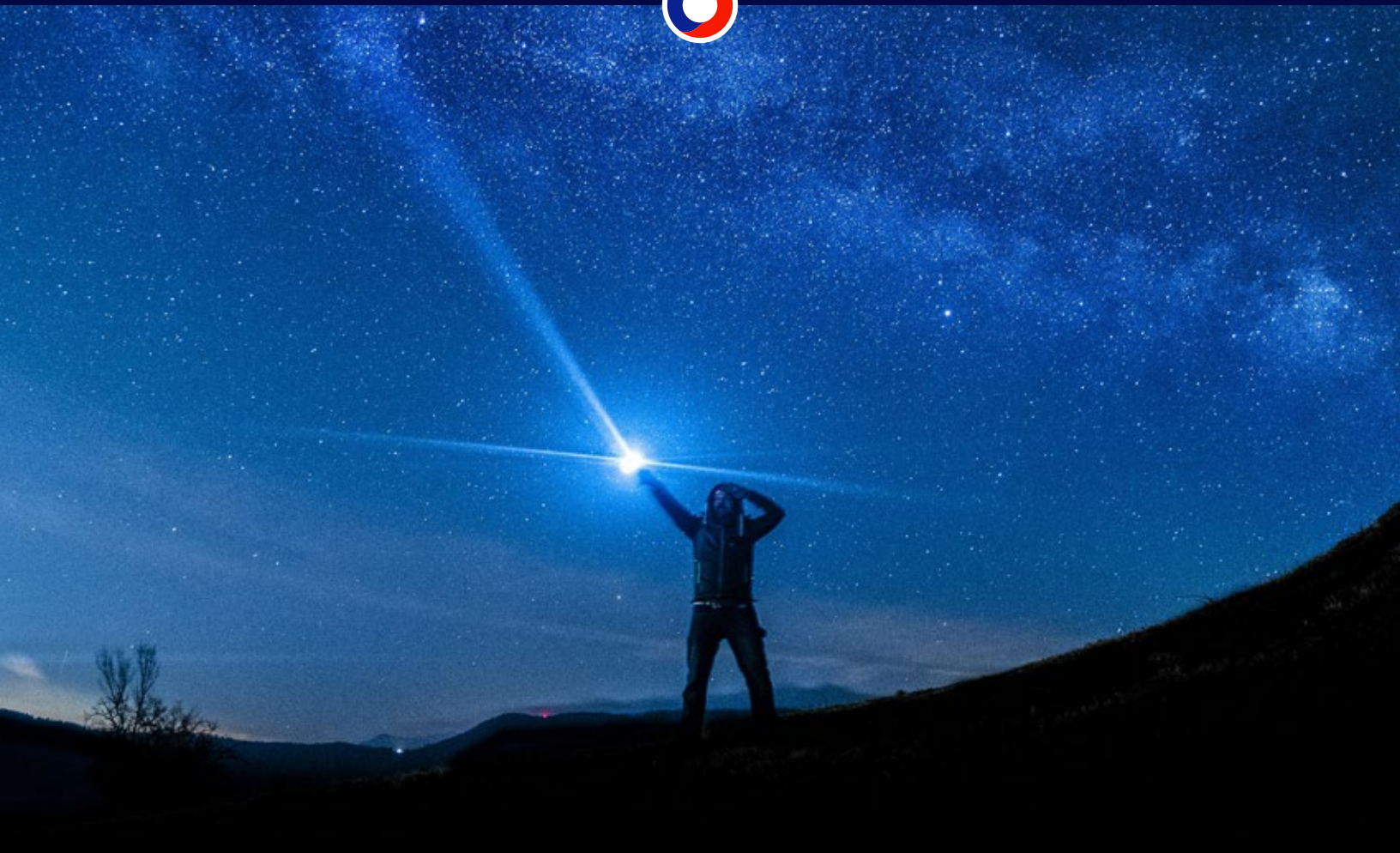


SUPPORT AND MAINTENANCE





24/7/365 Customer Service Centre: The Right Support When You Need It.

Support is more than a help line or a list of FAQs, it's people, there, ready, informed, and able to assist when you need, and how you need it. Quality of support should always be stellar, and it's how to best perpetuate success and reliability.

We're committed to solutions, during the digital transformation, and, of course, at every step along the way following implementation. Best practices, all the time, every time. Period.

The importance of achieving a seamless, successful digital transformation cannot be overemphasized, but neither can the essential role of support and maintenance. And we're among the very few who offer it. 24/7/365. Count on it.

That's the support you can expect with us.

Our Expertise

- Highly experienced, dedicated teams
- 20 years user services and application maintenance experience
- Active support of critical services for several Quebec clients
- 13,000+ customer calls/year
- Secure data and access management
- Agile, responsive processes
- Advanced-technology-certified professionals with expertise in ServiceNow, Optimizely, and Nutanix

Cofomo will never leave you feeling alone.

24/7/365 Customer Service

- Use of our world-renowned ticketing systems
- Ability to access customer environments via mobile tools
- Creation and tracking of tickets and incidents
- Live dashboards and activity monitoring

01 →

Infrastructure Management Support

- Server support and maintenance
- IT asset management, Windows and cloud support (AWS and Azure)
- PC and Windows Server operating system updates
- Office and IT support
- Maintenance and support of hyper-converged platforms, such as Nutanix
- North American POS support for retail stores/retailers
- Proactive critical infrastructure monitoring
- Assured customer environments security

02 →

ServiceNow Use and Operation Support

- Outsource-mode management of ServiceNow platforms for several Quebec companies
- Dynamic operations centre with extensive experience in ServiceNow modules
- Support and evolution of client environments
- Multi-year professional certifications
- Premiere partner for ServiceNow tools
- Over 100 successfully completed deployments

03 →

Transactional Website Development and Scalability with Optimizely (Episerver) and Sitecore Support

- Development and deployment of several major client websites
- A technology expertise centre with a high expertise in Java, and .Net among many others
- Experienced website design, development, and scalability experts and assets
- Support for high-throughput transactional websites and CMS using Sitecore and Optimizely (Episerver)
- Alignment of client and digital strategies

04 →

App Maintenance and Scalability Support

- Outsource-mode management of multiple apps
- Expertise in Java, .Net and other technologies tailored to your specific needs
- Redesign and conversion of outdated apps
- Service levels customized to your needs



Cofomo Support and Maintenance Advantages

1.

Create your own tickets easily and quickly.

2.

Monitor the progress of your incident and its resolution.

3.

Access key performance indicators (KPIs).

4.

Work with a host of productivity-enhancing features and services.

Cofomo Success In Numbers

- **20+ years** of ITSM experience
- ServiceNow partner **since 2011**
- **30+ certified experts** and over **30 satisfied customers**
- Management responsibilities with **major customers** for 15 supported environments
- Rapidly expanding **global presence**
- **12,700 customers worldwide, 530 in Canada alone**
- Gartner: ServiceNow is the global leader for ITSM



Your digital transformation matters. A lot. It's a welcome peace-of-mind to know you can always rely on comprehensive assistance at all levels of your IT project. When you need it and how you need it.

There are many reasons to choose Cofomo. Our exceptional support and maintenance are just two.



ABOUT COFOMO

Established in 1995, Cofomo is a Canadian leader in information technology (IT) and business consulting services, which translates today into the acceleration of client companies' digital transformation.

Its solutions cover the full range of business needs, including strategy, innovation, agility, intelligence, security, and cloud computing.

Its unique expertise is delivered through flexible on-demand project and talent delivery models.

A team of over 3,000 professionals provides these services to large private and public sector organizations, mostly located in Eastern Canada. This team is supported by a high-performance, lean organization and a state-of-the-art digital ecosystem to communicate with clients, acquire and manage talents and projects, and deliver the full services of the new digital economy.



**SPEAK WITH AN
EXPERT TODAY**



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