

The background of the slide features two large, dark-colored handprints pressed into a light-colored, textured surface of sand. The handprints are positioned on either side of a central white rectangular box with a thin black border. The text inside the box is centered and reads "DIGITALROUTE MAINTENANCE AND SUPPORT SERVICES" in a bold, purple, sans-serif font. The bottom of the slide is a solid purple gradient that curves upwards from the left and right sides.

**DIGITALROUTE  
MAINTENANCE AND  
SUPPORT SERVICES**

## PRODUCT SUPPORT

DigitalRoute's support centers in Asia, Europe and Americas offer standard 8x5 or premium 24x7 support.

Our "follow-the-sun" model ensures that high severity cases are always handled at full capacity regardless of "when" or "where".



Access to  
Technical  
Support



Online  
Access to  
knowledge  
database



Access to  
upgrades,  
bug fixes  
and patches



Quarterly  
SLA report

## SOLUTION SUPPORT

Misconfiguration is one of the most common source of operational incidents.

Our Solution Support services covers all types of troubleshooting related to your MediationZone deployment.

**Six out of ten support cases are related to configuration!**



## SOLUTION MAINTENANCE

Taking solution support to the next level, DigitalRoute maintains your deployment end-to-end.

We identify your configuration needs and implement the changes.

**We apply an optimized solution in the shortest possible time frame.**





## A service portfolio that fits your service strategies and requirements

DigitalRoute® offers a comprehensive set of services that helps our customers to optimize their investment in MediationZone®.

Are you building an independent competence hub for development and operations or are you looking at other sourcing models for mediation related functions in order to increase focus on the core business? We can help you to achieve your strategic objectives.

We provide the product and domain expertise that will help you to get the job done right the first time and raise the product skills of the in-house maintenance and development teams.

Get everything you need to ensure smooth operation of your MediationZone deployment with DigitalRoute's support packages.

	Product Support	Solution Support	Solution Maintenance
Core product incidents & problems	✓	✓	✓
Product performance troubleshooting	✓	✓	✓
Access to knowledge management database	✓	✓	✓
Access to product maintenance and upgrade Releases	✓	✓	✓
Basic support SLA reporting	✓	✓	✓
Configuration incidents & problems		✓	✓
Infrastructure troubleshooting		✓	✓
Advanced support SLA reporting		✓	✓
Configuration change management			✓
Infrastructure recommendations			✓
Configuration performance optimization			✓
Configuration verification service and health checks			✓
Core product upgrade service			✓

**We deliver on-time, on-budget with quality!**

## Our expertise makes the difference between good and great!

- **Pure focus** on Mediation since 2000
- We know **MediationZone** and **Mediation** better than anyone else
- **Experience** from **more than 160** deployments in live operation