

# SUPPORT SERVICES



**its**™ International  
Turnkey  
Systems

## Operations SLA (Service Level Agreements) Commitment.

Staffing, training and retaining, capacity utilization and turn over challenges are behind your back – for good. Our commitment in managed services is up to functionality required by your business demands.

ITS

### Support Services

Our partners/customers need only to focus on their core business.

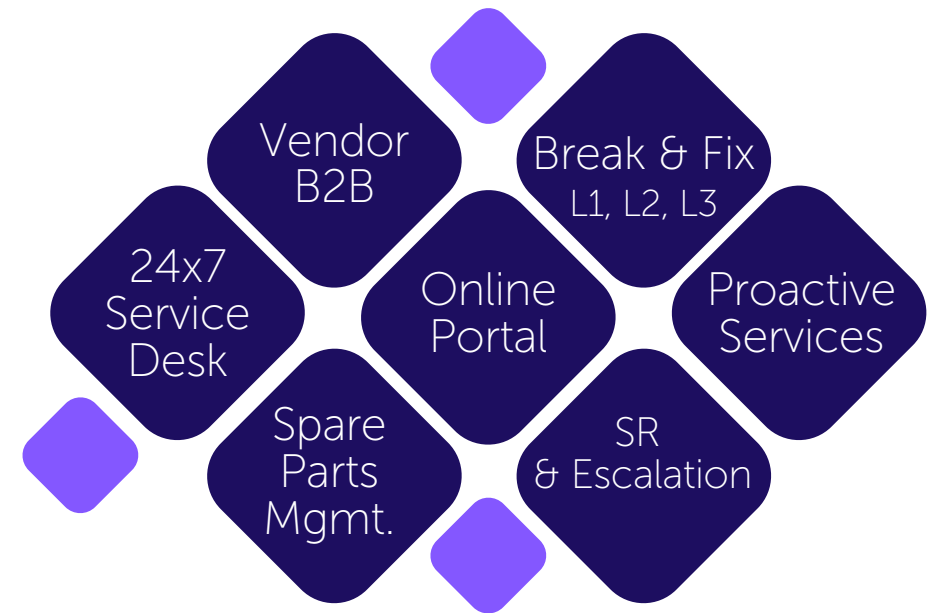


# Scope

## Infrastructure Support Services

ITS is a single point of contact to handle all support tickets with vendors where the valid B2B agreement with them, ITS will manage vendors' contracts and tickets on behalf of customers without financial liabilities on ITS.

- Single point of contact through ITS Unified Service Desk [usd@its.ws](mailto:usd@its.ws)
- Access to <https://support.its.ws> for reporting incidents
- Log a call for incidents to the vendor service desk
- Response – according to Vendor SLA
- Review, assess and advise the customer for the B2B agreement
- Alert for B2B agreement renewal 2 months in advance
- Maintain the installed base and track it along the product life cycle



## Application Support Services

Provided as standard service for all licensed application software.

- Access to ITS Unified Service Desk - USD
- ITS USD RAS and Telephone Support
- Access to <https://support.its.ws> Single point of contact through ITS Unified Service Desk - USD
- Notification of software updates and patches
- Bug fixes notification
- Release updates (media delivery)
- On-line/Telephone Coverage during ITS regular business hours
- Initial Response according to problem criticality



# About ITS

**International Turnkey Systems (ITS Group)** provides advanced technology solutions for banks, government, and other private sector organizations across a wide array of industry, with demonstrated technology competencies and high-end skill capabilities that support client's critical business functions. Headquartered in the State of Kuwait, with R&D facilities in Kuwait and Cairo and a presence throughout the Middle East, Africa, the Americas, the Caribbean and the Russian Commonwealth (CIS), ITS Global Business Solutions Development Center (GBS) in Cairo delivers Managed Services globally, bringing expertise to all stages of the software development process, and providing the support companies need to transition from legacy systems to new technologies. Our award-winning flagship solutions package, ETHIX, supports the digital transformation of financial institutions and is trusted by leading banks worldwide.

For more information please visit [www.its.ws](http://www.its.ws) or email [info@its.ws](mailto:info@its.ws)

