



# PREVAS GOLD CARE

- For highest availability during weekdays

With a Gold Care contract you are entitled software support on your products and systems around the clock on ordinary weekdays.

Gold Care gives you the reliable platform for getting advanced help from our expertise when needed. Within four (4) hours from when you contact Prevas Customer Support you will receive a call from one of our support engineers.

#### **TELEPHONE COUNSELING**

If you have questions or want help with troubleshooting, regarding the use of your system or product, you have the right to free telephone counseling with our educated and experienced support personnel.

#### **FAULT CORRECTIONS AND PATCHES**

Identified faults are reported to Prevas Customer Support and results in corrective measures. Patches and updates are sent to you automatically.

#### **ELECTRONIC SUPPORT**

For an efficient and fast response, we are using "electronic support", where we connect to your system via internet portal or VPN.

<sup>\*)</sup> Assumingly Prevas Support is allowed access to the customers' network.

#### **5X24 SUPPORT**

With a Gold Care 5x24 you have access to Prevas Customer Support all working days during the week.

#### **OTHER SUPPORT LEVELS**

If you have higher demands on SLA (Service Level Agreement) we recommend you to sign a Platinum Care contract.

Support levels we offer:

- Basic Care
- Silver Care
- Gold Care
- Platinum Care

#### **CONTACT:**

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**Prevas**  
*Innovation for Growth*

With leading expertise in embedded systems and industrial IT, Prevas contributes by providing innovative solutions that create growth. Prevas was founded in 1985 and is the main supplier and development partner to leading companies in industries such as life science, telecom, automotive, defense, energy and engineering. Offices are located in Sweden, Denmark, Norway and India. The company has just over 600 employees. Prevas has been listed on the NASDAQ OMX Nordic exchange in Stockholm since 1998.