



## TECHNICAL SUPPORT

— Attention, responsiveness and precision —

## CONTACT OUR TECHNICAL SUPPORT



> Through our online platform,  
with creation of a user account:

- <https://www.esii.com/fr/page/support>

For customers who have subscribed  
to a maintenance contract



> By telephone :

- 8:00 a.m. to 6:30 p.m. (GMT+1)  
from Monday to Friday

with a unique access code



> By email :

- [support@esii.com](mailto:support@esii.com)

**Metropolitan France**

**Under contract :**

04 999 22 999

**Outside**

**Metropolitan France**

+33 4 999 22 808

Support in French,  
English and Spanish

Possibility of hotline service on request: weekends, public holidays and HNO

## ON-LOCATION INTERVENTIONS

> After a diagnostic phase, if a piece of equipment is defective, we carry out standard exchanges(\*). An ESII technician, or one of our approved installers, will operate at your location.

> **ESII technicians**

- 2 based at the head office,  
**Lavérune (34)**
- 3 based in **Créteil (94)**
- 1 based in **Vitré (35)**
- 1 based in **Toulouse (31)**

> **The network of contributors in France and abroad**

- 10 partner companies **throughout France**
- Present in **more than 50 countries**
- A worldwide sales and service network
- **Strong responsiveness and ability to adapt**  
to local needs

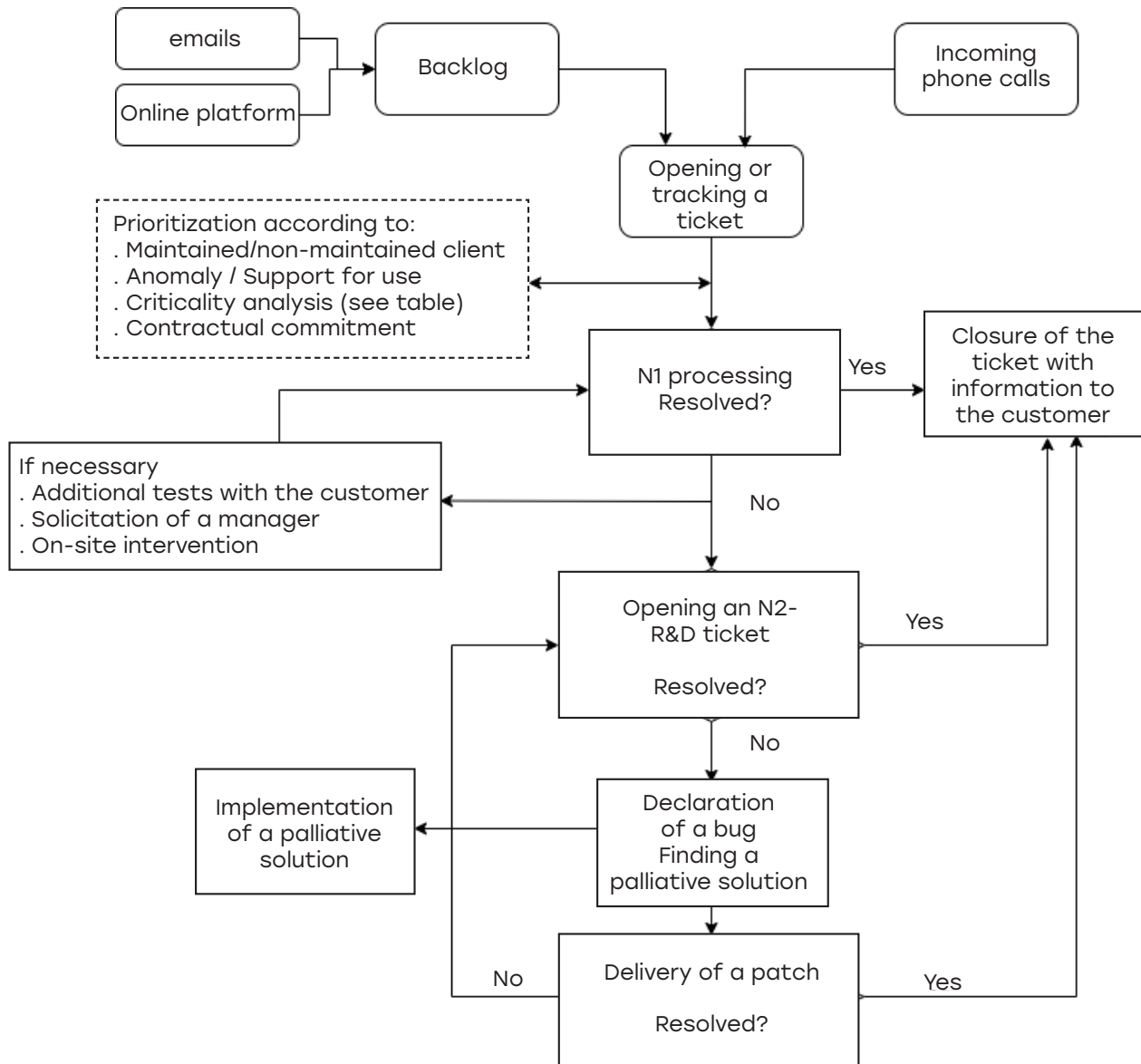
(\*) if you have subscribed to a maintenance contract everything is included, otherwise this operation is processed after validation of a business quotation.

### IN 2021 :

- > Average response time **20''5**
- > **3.72%** abandoned calls
- > **7,630** support tickets

- > **465** on-site interventions
- > **966** items of equipment exchanged  
as part of the after-sales service
- > **643** equipment repaired in the workshop

## HOW WE WORK



Anomaly criticality table		
CRITICALITY OF THE ANOMALY	DESCRIPTION	PRIORITY
Blocking	Anomaly leading to a total interruption of service of the system in production, or severe restrictions of use, in a prohibitive and non-circumventable way.	5
Major	Anomaly whose consequences do not block the use, even degraded, of the system, but which causes significant inconvenience in its use.	3
Minor	Minimal anomaly whose consequences have no impact on the use of the software or on the results provided.	1

### Our commitments for customers under a maintenance contract\*:



- Support in 4 hours
- Intervention on site in 16 working hours
- Labor, parts and travel expenses included
- SLA for hosted systems: 99.6%

\*See our maintenance contract for the precise conditions



## OUR TECHNICAL SUPPORT TEAM



**Yohan ALLIX**  
Manager



**Emilie Sevestre**  
Deputy manager



**Eric Blanc**  
Support technician



**Eric Blanc**  
Support technician



**Luis Fidalgo**  
Support technician



**Alexandre LEBAUT**  
Support technician



**Kévin NELSON**  
Support technician



**Karine Huissoux**  
Administrative management, follow-up of overflow interventions

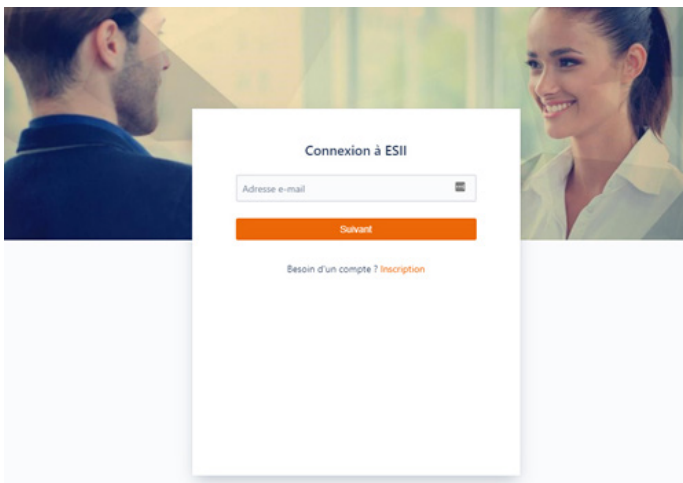


**Sabine Terme**  
Overflow interventions



**Stéphane Lacombe**  
Repairing technician

## OUR TOOLS



The telephone platform is managed by an **Avaya IP Office system**.

Our online ticket opening/tracking platform is managed with **Jira Service Desk**.

All technical support activity is traced in our **Divalto Infinity ERP**.

**VMWare** virtualized servers to replicate our customers' environments.

We use several remote control tools: **TeamViewer**, **Anydesk**, ... or our customers' **secure VPN access**.

**LastPass** is used as a digital safe.

All bug management and escalation to R&D is handled with **Jira**.

