



Technical Support and Service Delivery

Unlock your control centre technology

Maximise availability for safety-critical environments

Free up time to focus on your core business

FREQUENTIS
FOR A SAFER WORLD

Rapid modernisation, minimum risk

Modernising the control room often involves replacing siloed processes and systems with integrated workflows and consolidating the underlying IT infrastructure to central, scalable platforms. To minimise risk during the modernisation journey and beyond, it is crucial to steer the process in a way that avoids operational disruption, controls costs and manages change.

Engaging expert support is a powerful way to accelerate control room modernisation while mitigating risk. However, few partners know the unique demands of safety-critical environments. For example, only experienced vendors will appreciate that zero tolerance for service interruptions really means zero tolerance. Moreover, the technical skills to achieve zero-downtime system migrations are in short supply.

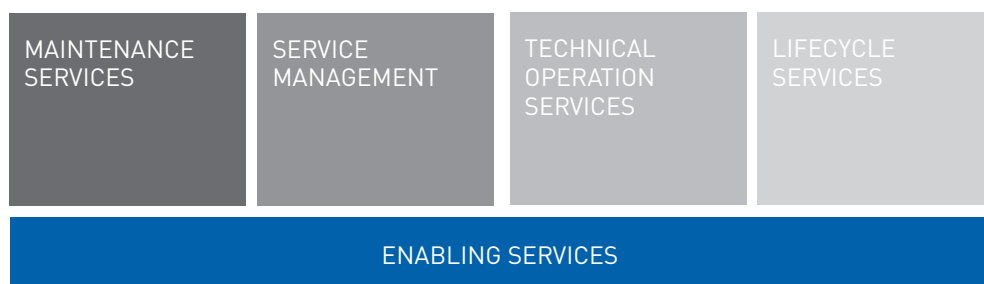
Frequentis Technical Support and Service Delivery can fulfil these demands and more. Built on our deep understanding of control room technology, processes and transformations, our offering covers product maintenance, technical support, managed and cloud-based customer services.

Key challenges

Challenge	Solution
Mitigate risk for safety-critical environments	Work with a partner that understands the stakes
Over-stretched internal resources	Take advantage of management and maintenance services from an experienced partner
Pressure to maintain high availability during a complex technology transition	Outsource elements of the project lifecycle as and when it is required
Control costs and complexity	Consider a software-as-a-service (SaaS) solution or managed service offering

Finding the right support

Depending on your specific goals and internal resources, you may be looking for anything from basic maintenance of an on-premises control room solution to a fully managed SaaS offering. Round out your operations with support from Frequentis that's tailored to your precise needs.



Our service catalogue consists of four modules, all supported by Enabling Services. Through this modular system, we can guarantee optimal support, regardless of the level of service you need.

Product maintenance

Frequentis product maintenance services are not limited to Frequentis solutions – we can support commercial off-the-shelf software too, providing a one-stop-shop offering that helps you maintain exceptional service continuity. We combine preventative, corrective, adaptive and perfective maintenance to continuously correct, improve and develop products.

Technical support and Managed Services

Today's software-defined solutions require a wide breadth of support knowledge, which can be challenging to maintain efficiently in-house. Choose your desired level of service from Frequentis Technical Support and Managed Services: from comprehensive operational support to targeted assistance with specific tasks and responsibilities.

Software-as-a-Service (SaaS)

Understandably, organisations have been cautious about adopting cloud-based services for safety-critical use cases. Frequentis provides SaaS offerings that deliver non-stop availability, comply with regulatory requirements and enable greater efficiency. Utilise the cloud computing provider of your choice, taking advantage of our secure, cloud-agnostic installations.

Benefit from a proven partner

Today, Frequentis manages more than 500 active service contracts in five business areas and across 140 countries. Join the hundreds of organisations who trust Frequentis to provide technical support and enjoy the following benefits:

Maximise availability for safety-critical environments

Get immediate support from a partner that understands the need for 24/7 availability.

Free up time to focus on your core business

Liberate employees from technical support to concentrate on higher-value tasks for your organisation.

Services that evolve with your organisation

Start small and scale up your service offering dynamically.

Industry-specific expertise

We understand your business priorities and incorporate strategic thinking to deliver maximum value.

Transparent costs and expectations

Get a clear overview of project costs and timelines for the development and delivery of services.

The logo for Frequentis, featuring the word "FREQUENTIS" in a bold, blue, sans-serif font. The letters are slightly spaced out, and the overall design is clean and professional.

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