

# Maintenance and Support

You need a wide range of services from engineering to complete automation solutions? You expect support when you need it? Hint offers the services from engineering to complete automation solutions! Obviously you expect that we support, what we have delivered to you.



For Hint engineered solutions we can provide a maintenance service contract by remote access and monitoring. Whether it is your Intranet or a complete Loading Control system, HINT is prepared to maintain what we have delivered. We even go so far, as to accept contracts, where you can outsource all of your hardware/ ICT to us. We have the experience to accept this challenge.

## Customer Support Site

As part of the Hint maintenance services you get access to our customer support site. Using our knowledge database helps you to stay up to date and be able to resolve system issues. The support site is also open to you during implementation of your project, allowing you to see online the progress of your project. Overviews of man-hours, progress reports and project documents are available for authorized members of your project team, from your desk anywhere in the world.

## Application Service Provider (ASP)

On one of our internet servers we can host your web application and provide guaranteed backup. This way you don't need to worry about the management and maintenance of the application. For Intranet- and Extranet solutions we can develop an ASP design for high availability and high security.

## Leasing

Hint can arrange leasing facilities for the hard and software solutions we provide. Through a third party leasing you can spread payments over a period of years, instead of a one-time payment. In cooperation with our financial partners, Hint can provide lease constructions with attractive conditions.

## Deposit source code

We aim for high security for the solutions we provide to our clients. To ensure good recovery after a fatal crash or serious incident, we can deposit the source code of software, we provided to you at an external location.

The Software Secure Foundation (Software Borg Stichting) offers this service with the best legal and technical terms at maximum security. We can have our software checked, delivered and deposited for you, to guarantee the continuity of using your software in case of a serious incident.

## Key Features

- Experienced personnel
- Remote Maintenance
- Worldwide Web-based access and support
- Web Hosting
- Service Level Agreement



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