

Excellent Support Comes As Standard



Highly experienced; Customer-focused; Professional; Tenacious; Friendly and accessible.

How do you define excellence in a support service? Put that question to one of our customers, and you're likely to get a one-word answer: "Palmarium." Our service level, cost benefit and friendly team are what set us apart from the competition. We work on your issues until you're satisfied: Our customers never hear us resolve an issue with "fixed in the next release."

Palmarium excellence is no accident, you deserve great service.

"We chose Palmarium because of their ability to support our Movex implementation at a much lower cost. We needed someone with an excellent reputation for delivering highly responsive mission-critical support."

Steven Crookes, IT Manager, James Durrans & Sons Ltd.



To Make The Move

- 24 x 7 x 365 Online Support
- Support for your existing M3 Version
- Dedicated Customer Care Manager
- Faster Response Times & Close-Out Reports
- 50% Cost Saving on your Maintenance Plan

Palmarium Help Desk For M3 All the Support You Need

The Palmarium Help Desk includes:

- Support for you on your current version
- Program faults, data errors and user inquiries
- 24 x 7 access to The Palmarium On-Line Help Desk
- 45 minute feedback time to your incident
- Access to Help Desk Support staff
- Incident Reports detailing the 'what, when why and how'!

Our Total Care Service

If it's a problem, we'll fix it. It's as simple as that and why customers look to us now to provide a more comprehensive Help Desk support than the one they are used to. Our aim is to treat each incident with the care and consideration it deserves no matter the size or complexity of the customer or the implementation.

Free Up Your Business – Pay for Service Not Development

Instead of paying for new product development, our customers benefit from low Help Desk fees and high service levels. This is something no other provider can offer. This means that we utilize 100% of our customer support fees to provide current version support benefits. Support that will keep you running for the next 10 years.

Simplicity Is Key

The Palmarium promise gives you guaranteed support for the next 10 years on your current M3 version, ensuring you complete piece of mind. We are here to support you for the long term ensuring that as the years go by, you always get our best attention.

For more information about the Palmarium Help Desk

Contact us at www.palmarium.co.uk