

ART offers various levels of day to day support, up to seven days a week if you wish, ensuring total peace of mind in any eventuality. We aim to be as flexible as possible in accommodating your needs and are happy to work alongside any support infrastructure you may already have in place.

As part of your support contract with ART, you are entitled to ongoing product updates and full use of our internet-based data communications system, ensuring your EPoS system remains totally up to date. Escrow is also available, by special arrangement, to any of our support contract customers.

>> Full application support

Whether you are purchasing bespoke or packaged software applications, or developing an in-house application, you need to be sure that things will run smoothly – and that a contingency plan is in place providing software support in any eventuality.

At ART, we have many years of experience in providing cost-effective application support services. Our aim is to keep your applications fully operational, available and secure, enabling you to focus on the everyday demands of business, revenue growth and cost management. At all times, we want to make sure you achieve maximum productivity and ROI from your ART Traxs systems.

To ensure this happens, a key part of our strategy is software support. Over time, we have built many longterm relationships with our clients, putting in place proven bespoke software support services to meet their specific requirements. Rather than rely on desk operatives, our application support team comprises exactly the professionals who have developed your software, ensuring we deliver a highly skilled response whenever it is needed.

>> Total peace of mind

We provide scalable, cost-effective skills and resources to give you total peace of mind in terms of application support, whatever the complexity of your applications, whether developed or supplied by us, or developed in-house.

We can perform an in-depth Technical Health Check on all your applications and systems to ensure they are running smoothly, and identify any gaps or potential hazards that may involve risk or costly downtime.

Working within a proven and defined project management methodology, the goal of our software support services is to ensure your software investment works to maximum efficiency and that your applications continue to deliver consistent business benefits.

>> Bespoke support packages

Our many years of experience offering software support has enabled us to develop a unique set of Application Support Packages, each incorporating a Service Level Agreement (SLA) contract that can be matched to your individual requirements and budgets.

