



ELEVEN
DYNAMICS



Nexos 4.0

Support Concept



We're here for you
24/7

One contact for all issues!

A network diagram consisting of a series of interconnected nodes and lines, forming a complex web-like structure, located in the bottom right corner of the slide.

What can we help you with?

File a request or find closure in the documentation

FILE A TICKET

File a ticket concerning one of our products



Need new software



Get IT help



Purchase request



Request a new account

Service Desk

Easy online access



Hotline

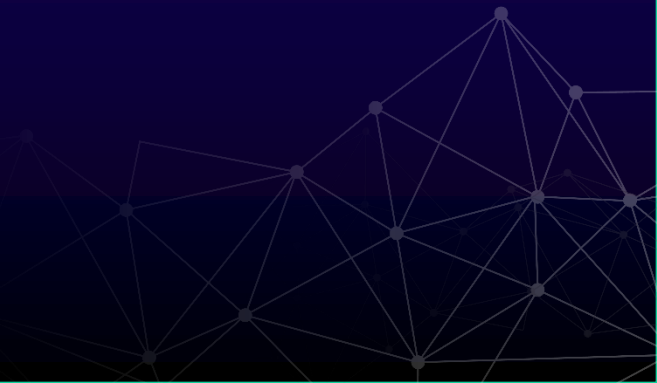
One number for all issues!





Onsite support

Within 72 h



3 Support Pillars

Service Desk

- ✓ 24/7
- ✓ Easy access
- ✓ Online portal
- ✓ support@11dynamics.com
- ✓ Response within 24h
- ✓ Frequent issue updates

Best For

- ✓ Requests
- ✓ Questions
- ✓ Bugs

Hotline

- ✓ Business hours
- ✓ Easy to access
- ✓ Direct response

Best For

- ✓ Pressing issues

Onsite

- ✓ Business hours
- ✓ File your issue
- ✓ We send a quote
- ✓ Someone onsite with 72 h (paid plan)

Best For

- ✓ Production



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