



Training - Health Check - [Support Services](#) - Professional Services - Consultancy Services - Operational Review

Support Services

- Help Desk
- On-site maintenance
- Technical systems support
- Web self-service



Support Services

Comprehensive options

MX Digital offers warranty, service and support options to all our clients. Using leading case management and diagnostic tools, our support centres provide end-to-end problem resolution through web self-service, email or telephone support requests.

Various levels of support including priority phone support, problem escalation and on-site hardware maintenance requests are available 24 hours a day, 365 days a year. Our clear escalation process ensures that we achieve a timely resolution of all issues.

Support Centre services

MX Digital support staff work closely with our implementation and professional services team in order to understand all our products from conception and throughout their life cycle.

MX Digital Support Centre services include:

- Telephone support
- Dispatch control centre
- Technical systems support
- Software production
- Problem escalation management
- Consumable parts orders.

Help Desk

Our Support Centre Help Desk provides telephone support up to 24 hours a day, 7 days per week, subject to your Support Services Agreement. All calls are taken 'live' by a Help Desk technical representative. We aim to return 'critical severity' calls within 30 minutes.

Initial calls are answered by our front line support group, trained to log and handle initial enquires for software support or MX Digital systems operation. Escalated calls are handled by more senior customer support engineers with extensive system and software support experience.

Call now!

Contact us for more detailed information on any of the support options available to MX Digital customers. We aim to provide the highest levels of service so that your contact centre achieves maximum efficiency for your business.

For more information

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