



## SECURITY AND INFORMATION SYSTEMS CUSTOMER SUPPORT

At Leonardo, we provide maintenance support and technical assistance for all our products and technologies, on both a warranty and post-sale basis.

Our customer support group now offers a 'Help Desk Service', which has been developed to receive all support requests from customers, partners and suppliers, and covers all aspects of support including technical assistance, spare parts and small supplies.

Highly qualified staff are trained to meet all requests for support, and will quickly and efficiently direct them to the appropriate dedicated technician. This service is available 24 hours a day (under contract) for all qualifying products.

### SERVICES

Through the Help Desk Service, we are able to offer support on:

- Software, hardware and system configuration
- Small supply
- Spares
- Repair out of warranty
- Software and firmware upgrade (involving technical assistance)
- Remote control monitoring systems
- Simple information request

Our Help Desk Service works quickly and promptly, and always with respect for customer privacy and data protection.

# HELP DESK SERVICE

## REQUEST TRACEABILITY

Help Desk requests follow a structured process as detailed below:

- Cataloguing
  - Upon receiving the Customer call, the query type is defined
- Ticket number assignment
  - The support job is assigned a Help Desk ticket number, and a technician is assigned
- Solution
  - Once the issue is identified, the Assistance Centre will involve other company functions in the analysis in order to action the most appropriate fix
- Help Desk ticket close
  - Ticket is closed, and detailed technical repair report issued on request

The Help Desk Service use a dedicated management tool to manage the call flow including:

- Mail ticketing - telephone help desk available 24 hours a day
- Trouble Ticket Management
- Asset Management

## CONTACT THE HELP DESK

You can contact us by the following ways:



**TELEPHONE: +39 0968 287800**

(Within Italy by free-phone 800-905048)

Both numbers are active Monday to Friday, from 0800 to 1700. Out of this time and during holidays, requests will be recorded by voice mail.



**E-MAIL**

[customer.care.ses@leonardocompany.com](mailto:customer.care.ses@leonardocompany.com)



**FAX: +39 010 6093194**



**24 HOUR AVAILABILITY**

For some specific technologies is offered telephone assistance and remote access support via PC, 24 hour.



## TYPICAL APPLICATIONS

The Help Desk Service is designed to support National and International Institutional Customers as well as Police Forces, Emergency Services, Civil Protection and Civil Companies as Transportation (railways and mass transit), Oil & Gas, Airport Services etc.

