

1ST Source Technology Software Helpdesk Support

1ST Source Technology Software Helpdesk Support provides a lower cost alternative for support of stable version operating systems. Why pay high prices to the manufacturer if they have stopped adding new features or if you have no need to upgrade? All support is provided by highly skilled Tier 3 level engineers with direct access to our world class lab facility. All major systems and operating systems under contract with 1ST Source Technology are replicated in our lab for problem recreation and diagnosis and spare part quality assurance. Let our investment in lab infrastructure work to your advantage. If you need to perform version or patch testing or if you need to integrate new products, our lab is available to you 7x24.

FEATURES

- Access to 1ST Source Technology Customer Support Center 24x7x365
 - Remote technical support on selected operating systems
 - Software problem verification
 - Software patch advice
 - Problem escalation
 - Coordination of all vendor software updates
- Access to highly trained and experienced Software Support personnel

1ST Source Technology provides software helpdesk support on many of the major operating systems including;

HP/UX®, Solaris®, AIX®, Tru64®, DC/OSx®,
MP-RAS®, SCO®, and VMS®.