

# Support & professional services from Vodat International



As organisations maintain a laser-focus on serving your customers in the best possible way, additional support and professional services can be hugely valuable

The market is so competitive that a dedicated focus on the customer is crucial to ensure you are delivering outstanding service.

Whether it's complicated compliance issues, all-important marketing and analytics work, or general business continuity support, there is a growing need for companies to seek external assistance scaled to your needs.

## How does it work?

Vodat International provides a range of support and professional services, designed to make the lives of leading companies easier – and allow you to focus on the customer-facing activity you do best.

The Vodat Support Desk is the single point of communication for all service requests and exists to maintain service availability and operational stability.

## Why Vodat?

We provide exemplary customer support, and our mission is to be part of your strategic planning process.

Vodat can quickly become an extension of your existing team in the areas you need us most – working to the level you require.

Whether it's specific work you wish us to undertake, solutions you'd like us to run or advice you seek, Vodat has the flexibility to provide the most suitable support to your organisation – leaving you to focus on running your business.

### VODAT PROVIDES:

- Project management
- Account and service management
- Network surveys
- Network cabling
- Media screens
- Marketing and analytics
- PCI compliance consultancy
- Customer portals that allow businesses access to critical information

## Proactive support

Vodat can identify problems or potential problems network – and infrastructure-related – before your individual branches, and we'll take on responsibility of communicating directly with the branch as well as with your head office.

Our teams have experience of managing and implementing major projects both large and small for our customers. We have a network of preferred suppliers to ensure adequate networking, Wi-Fi and other technological resource is always available.

## Flexibility

All Vodat customers are provided with a dedicated Account Manager, who takes responsibility for raising awareness of new products and services, and facilitate continual service improvement.

Vodat customer portals are available that enable companies access to information directly – including updates on faults, ability to run full management information based on network performance, and network usage.



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## Compliance and security

For an annual subscription, Vodat can carry out vulnerability management which allows unlimited PCI compliance and vulnerability assessments, complete with full reporting.

Intrusion detection validates each intrusion detection alert against the specific vulnerability, allowing qualification against a genuine threat.

### WE CAN ALSO SUPPORT YOUR BUSINESS WITH:

- Media screens loaded with content to enhance your retail or hospitality environment
- Wi-Fi analytics to help businesses shape your marketing strategy
- On-premise or virtual surveys to assess deployment of the correct number of access points for your networks
- Network cabling: Vodat's installation teams are highly skilled in a large variety of cabling projects.

To find out more about our support & professional solutions, contact us on +44 (0)161 4061820 or email: info@vodat-int.com