

SCALE  
YOUR BUSINESS  
FOREVER

# novlok suporte

Novlok Support is a package of technical assistance services designed to offer reliable and efficient support to the IT systems and infrastructures of companies, available in three levels to meet different requirements and organizations.

**novlok**<sup>CNS</sup>  
cloud native systems

# novlok suporte

## Novlok suporte Lite

**Communication Method**  
Email only

## Adapted SLA

Responses within a reasonable period considering less critical issues.

## Novlok suporte Standard

**Extended Availability**  
Support available throughout working hours.

**Communication Method**  
Email and/or ticket system.

**Quick Responses**  
Shorter response time, ideal for regular business needs.

## Novlok suporte Premium

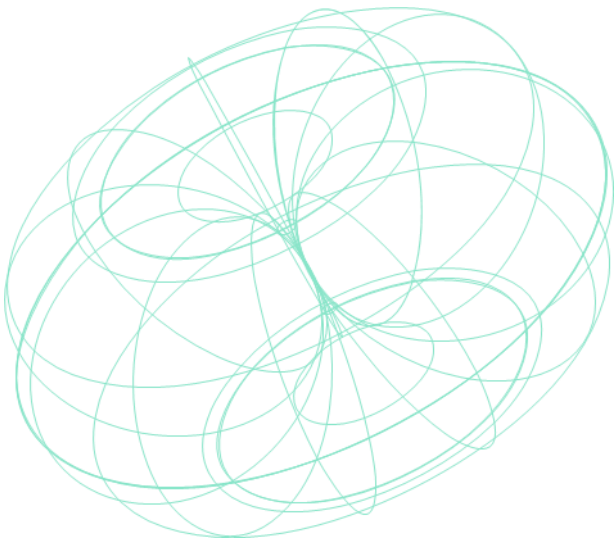
**Total Availability**  
24/7 technical support.

**Diverse Communication Channels**  
Includes phone support, email, and/or tickets for urgent resolutions.

**Proactive Monitoring**  
Identification and resolution of problems before they affect the business

"Novlok Support" package offers a flexible and scalable technical support solution, from basic email support through a ticket system to a 24/7 technical support service with active monitoring.

Each level is carefully designed to meet the different needs and budgets of organizations, ensuring they have access to the necessary support to keep their IT operations running efficiently and safely.



## Lite Version

Email consultation management, suitable for basic support needs.

### Includes

#### Support via Email or Tickets

Resolution of technical issues and questions through a ticket system or email.

#### Extended SLA

Longer response time suitable for non-critical issues.

### Benefits

Reliable access to technical support for basic questions.

Organized and recorded problem-solving.

## Standard Version

Offers dedicated support during business hours for basic support needs.

### Includes

#### Support During Business Hours (09h-18h Mon-Fri)

Service available during working hours .

#### Contact via Email or Ticket Platform

Quick and efficient responses to technical questions.

### Benefits

Faster technical support during business hours.

Effective problem resolution during work hours.

## Premium Version

Comprehensive service for critical needs with multiple communication channels and active monitoring.

### Includes

#### 24/7 Support

Access to technical assistance at any time, every day, including holidays.

#### Contact via Phone, Email, or Ticket Platform

Multiple communication channels for an immediate response.

#### Active Monitoring

Proactive supervision of systems for early detection and resolution of problems.

### Benefits

Continuous technical support ensuring immediate responses at any time.

Prevention of problems and downtime with active monitoring.

