

## APPLICATION SUPPORT

*Application support services are offered on both Trigon's quality software products and custom software development initiatives. Currently, Trigon provides both first and second tier application and technical help desk support to thousands of end users located across all of Canada.*

### SERVICE OVERVIEW

#### OUR APPROACH

Trigon offers access to highly skilled help desk and software support specialists, trained to quickly and effectively respond to calls and requests initiated from the internal staff of corporate clients, as well from external customers of these corporate clients. Support programs are tailored to meet the specific needs of each individual client and to satisfy the ever-changing requirements of today's communications industry.

#### COMPLETE SOLUTIONS

Among the many features of the support services offered by Trigon are:

- Flexible hours for both mission- and non-mission-critical applications,
- Fast and professional responses,
- Guaranteed response times,
- 1-800 support line access,
- Personalization of the call handling process, and
- Extensive call reporting and analysis options.

#### TESTIMONIALS

*"With regards to support, I am extremely pleased with the quality of your services and timely responses."*

Sinclair Mutch  
Project Manager  
Bell Canada

*"I would like to emphasize the importance of Trigon as a vendor to Sprint Canada and their continued efforts to provide Sprint Canada with exemplary technology solutions and support."*

Sharon Harling  
Sr. Manager, Methods & Standards  
Sprint Canada