


# Power Your Business with Suma Soft's **Technical Support Services**



# Support That Keeps You Moving, Day and Night

- The best businesses can be lagged by technical problems.
- At Suma Soft we offer reliable service in making sure your operations run smoothly on a 24x7 basis.
- Speedy solutions, proactive assistance, and excellent services make us the ones to call when you need us the most.



# Who We Are



## Suma Soft – Your Reliable Partner in Technical Support

- **Over 25 Years of Experience** helping businesses with IT and BPO services
- **Expertise Across Industries** including BFSI, healthcare, retail, and tech
- **Global 24x7 Coverage** to support you wherever you operate



# Problem / Opportunity

## Why Reliable Tech Support Matters:

- **Downtime Costs:** Unresolved tech issues lead to lost time and unhappy customers
- **Growth Opportunity:** A strong support system keeps your business responsive and competitive
- **What We Deliver:** Faster issue resolution, fewer escalations and better user satisfaction







# What We Offer

- **L1 & L2 Support:** From basic queries to complex tech issues
- **Multi-Channel Help:** Voice, chat, and email—available 24x7
- **Remote Desktop Support:** Instant solutions, no waiting
- **Mobile & Tablet Support:** Assistance for all popular devices
- **Enterprise Support:** Active Directory and Exchange server management



# Our Support Process

- **Onboarding:** Understand your needs and set service expectations
- **Knowledge Transfer:** Build a strong base of SOPs and FAQs
- **Support Delivery:** 24x7 support through L1, L2, chat, email, and remote sessions
- **Performance Reporting:** Regular insights to track efficiency and improvements
- **Continuous Improvement:** Ongoing training, updates, and process refinement

# How We Help



**Flexible Support Models** to fit your business goals and budgets



**Skilled Engineers** available round-the-clock



**Smart Tools & Systems** for tracking and resolving issues efficiently



**Always-On Monitoring** to prevent issues before they impact operations



**BPaaS-Ready** for scalable, cost-effective service delivery





For USA

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Connect with us today to customize a support model that fits your operations and future growth.



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