

Support Services

Avalon's goal is to help organisations adopt, manage, and enhance their cloud experience. Our customer success offering is designed to help companies fully recognise the exceptional value of your cloud product. Our offer provides proactive communication as well as second-line support, advice, and consultancy.

Key Activities

Customer Support

A customized support offering that provides practical and personalized answers for issues and bugs. Assess your help desk operations and make the changes needed to align it with both Avalon's and our partners' support teams.

The key features of Customer Support includes:

- Technical support
- Online case submission via web
- 8/5 with 1-hour initial response to critical issues
- Prioritized response to cases
- Product Support Case Management and Escalation Assistance
- Access to Avalon Customer Portal site
- Access to Avalon Customer Community
- Admin Assist (Optional upgrade)

Admin Assist

Your IT Administrators are responsible for managing your whole system, which goes far beyond the initial transition to the cloud and user setup. In this offering Avalon will assume the responsibilities of your system administrator and will open up our help desk to your end-users.

Here are some of the example tasks we will perform for you:

- Assist in basic setup
 - Provision licenses and users
 - Create groups and manage membership
 - Grant and revoke access to services
- Systems setup
 - Create organization structures
 - Configurations

Development of new features is not included in Admin Assist.

Deliverables

- Provide contextual details for critical support cases
- Long-term shared customer success plan
- Quarterly Service reviews
- Invitation to quarterly product roadmap sessions (sessions held via livestream)

Scope and Pricing

- 12-month engagement
- Pricing upon request

Admin Assist Supported systems:

- G Suite
- Google Cloud Platform
- Salesforce
- Okta