

SEIDOR Smart Support

The new SEIDOR User Support ERA

Comprehensive user support service and personalized advice for the workstation. Accessible from a single platform.



Your employees will have a web portal to manage their requests (queries, incidents and requests).



Improved user availability thanks to self-help and self-resolution tools.



Availability 24 hours a day, every day of the year. Backed by a team of specialized experts.



Catalog of services customized to your needs and technology.



A Service Advisor who will accompany you from the first minute for your doubts and aspects of the service.



Platform in constant evolution that will bring new functionalities and market novelties.

Service modality

Basic User

- Service Advisor
- Dashboard
- Customized access portal
- Customized technical documentation
- 12x5 support and resolution
- Unlimited incidents
- Unlimited standard requests
- Inventory management
- Technical support up to 2 devices per user
- Microsoft Windows
- Microsoft Office 365
- Adobe Acrobat Reader
- Printing
- Browser
- Microsoft Defender
- Hardware Warranty Management

20€ user/month

Standard User

Basic User
+
5 Applications or Devices
+
Scaling to suppliers or third parties

25€ user/month

Premium User

Standard User
+
Unlimited applications

30€ user/month

Optional:

VIP Package
Critical Call Center and SLA

+30€ user/month

If you have **more than 250 users**, we will study your case for a customized tariff: smartsupport.es@seidor.com



Frequently Asked Questions (FAQ)

Is there a service discharge?

Yes, it consists of an initial review (Assessment) where we will collect the necessary information for the provision of the service.

Can I contract different modalities at the same site or company?

Yes, our system is flexible and allows you to pay for what you really need.

Will I have an advanced user?

When you contract the service, an advanced user account is assigned to the Portal that will allow a view through the Dashboard, with access to incidents, queries and user requests.

What is the permanence of the service?

You have an initial permanence of one year. From this moment on, there is no permanence.

Can I request on-site support services at my company?

Yes, these services will be valued and billed separately.

Can I request technological advice or consultancy?

With SEIDOR Smart Support you have a Service Advisor for workstation solutions. SEIDOR has a wide capacity in technological solutions where experts will be able to help you.

Can I increase, decrease or modify the user type?

Of course, you can do this at any time by contacting your Service Advisor. He will assist you in this process and advise you on the best option for you at all times.

If you want more information about our new service, please contact us by email: smartsupport.es@seidor.com

Why SEIDOR?

SEIDOR is a technology consulting firm that offers a comprehensive portfolio of solutions and services covering the areas of Artificial Intelligence, Edge, Customer Experience, Employee Experience, ERP, Data, Application Modernization, Cloud, Connectivity and Cybersecurity.

With a turnover of 767 million euros in fiscal year 2022 and a workforce of more than 9,000 highly qualified professionals, SEIDOR has a direct presence in 45 countries in Europe, Latin America, the United States, the Middle East, Africa and Asia. The consultancy firm is a partner of the main technology leaders.