



ASL Out of Hours Support

During our usual office hours, Monday to Friday 8.30am - 5.30pm, our Support Team is available for any issues you are experiencing with your existing IT systems by raising a ticket on ticket@aware-soft.com.

We understand that business never sleeps and it can be frustrating when you experience technical issues outside of regular working hours, so we're proud to offer out of hours support to help keep your business going.

Out of hours support

Having technical support that you can call upon whenever you need it is critical, even if you have your own in-house IT department manning your infrastructure during office hours. With our out of hours support you can tackle any IT issue thanks to our professional and proven help.

We are available 24 hours a day, 7 days a week, 364 days a year (sorry we take Christmas Day off).

You will need to provide us with the following information:

- Name
- Company name
- Best contact number
- A short description of the problem

Here when you need us

Once you've been in touch, an engineer will call you back within 1 hour to gather further information, identify and resolve the issue.

If you would like to add Out of Hours coverage, please get in touch with our sales team on sales@aware-soft.com.

Terms and conditions apply. Emergency priority items are defined as those issues that render the business inaccessible or if an issue arises that has been previously agreed and classified by both parties to be 'business critical'.

Call ASL on **0345 862 0350** to discuss any other technical or service requirements.

sales@aware-soft.com

aware-soft.com



Certificate Number 15167
ISO 9001, ISO 27001