



HWS Operations Support Center (OSC)

The support model that suits your business best

- ✓ Working Days Business Hours
- ✓ Extended Working Days Business Hours (16/5)
- ✓ 24/7-Support
- ✓ On-Call (2nd/3rd level experts)

1ST & 2ND
LEVEL SUPPORT

HWS Skill Development & Knowledge Management

We document 2nd & 3rd level support cases extensively. After a short training phase, our 1st level support staff can handle recurring 2nd level use cases already in the OSC.

We also offer individualized automations (e.g. dashboards) to increase efficiency in the OSC.

2ND & 3RD
LEVEL SUPPORT

Database Services	Cloud Operations	Infrastructure Services	Linux & Microsoft Environment	Virtualization
Software Development	Monitoring Services	Network Services	Onsite Administration & Support	Datacenter Administration & Support