FAST, EFFECTIVE, PERSONALISED REMOTE TECHNICAL SUPPORT

Service Process
STEP BY STEP

PROBLEM
Problem detected with hardware or software

STEP 1

STEP 2

CONTACT US
Contact us via mobile app, sms, phone or email

TROUBLESHOOTING
IGS technicians attend to issues immediately

STEP 3

STEP 4

RESOLVE AND FEEDBACK
Resolve issues according to SLA and provide feedback
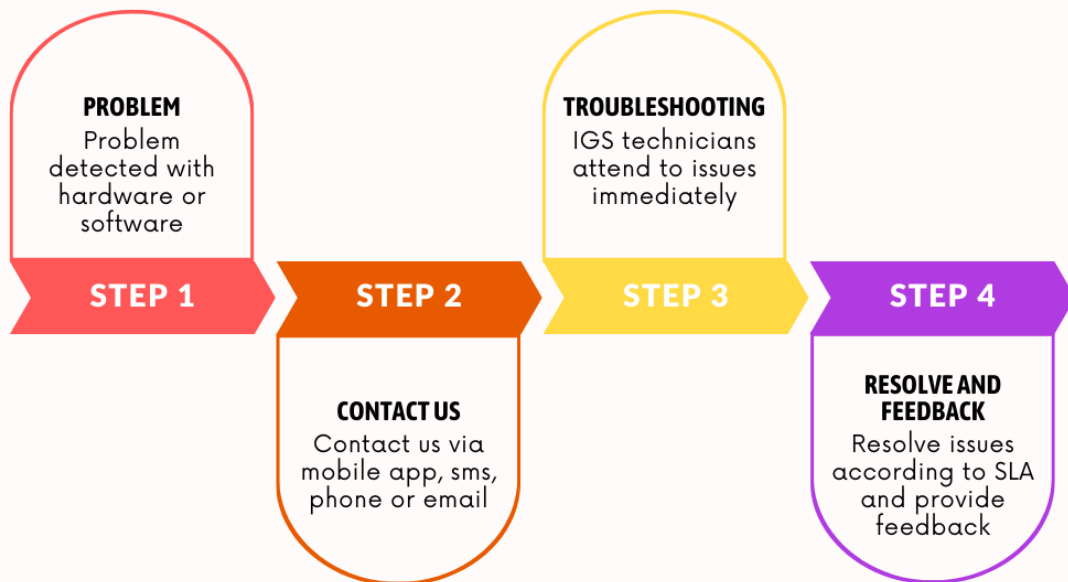
- Personalised service to end users via helpdesk system
- Remote backup management
- Service issue logging system
- Discount on water products
- Computer asset protection
- After-hours support
- Regular system monitoring
- IoT sensor integration option

AWC
Asia Water Council