

# TrakCel

## Technical Support Services



### Helping You Achieve Success

Every single employee in our organisation is dedicated to assisting our customers achieve their cell therapy process objectives by providing the very best client services and support.

Successful technology systems require care and attention and depend on reliable, knowledgeable and timely responses to your issues.

With extensive insight to supply chain challenges and service level agreements designed to meet your needs, our support team is your partner for continued success with your TrakCel solution.

### Features

- On-call application support
- Global time-zone coverage
- Service Level Agreements to your requirements
- Easy access toll-free numbers and on-line support queries

### Benefits

- Quick issue resolution ensures a high-quality live system
- Full visibility of service and change management reporting
- Reduced internal resource requirements
- Efficient and burden-free system ownership from implementation through to in-life operation

# Technical Support Services

## Your Support Plan

Working with our support experts, we'll design and agree a support plan that meets your needs from system installation through on-going ownership.

'Round the clock' support is available from our 1st Line service desk based in the US , with 2nd and 3rd Line support provided from our Research & Development headquarters in the UK.

Your Support Plan includes escalation procedures, coverage time and choice of language while monthly service and support reviews keep you informed. A dedicated portal is provided for logging incidents, requests and sharing lessons learned (knowledge base).

## Support Standards

The TrakCel support solution operates according to industry standards and de facto procedures.

ITIL based procedures are used for Incident Management, Request Fulfilment, Change Management and Security Incident Management. TrakCel develops and maintains its technology and services following GAMP5 and TrakCel Quality Management System (QMS) standards.

## More Features

- 24x7 Service desk
- US based 1st Line support team, with 2nd and 3rd Line support in the UK
- Dedicare toll-free number
- Monthly service and support reviews
- Support portal and knowledge base
- Service Level Agreements (SLAs) as required
- Support framework aligned with ITIL and GAMP5 guidelines



# TrakCel

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