

## OLYMPIC Supportal



**S**upportal is a stand-alone, browser based real-time reporting tool only available for our support contracts. The system gives account managers, resellers and end-users secure, quick and easy access to all their critical information.

Supportal has been tailored specifically to handle our support contracts and is only available to users with a valid username and password.

Supportal is a flexible and powerful tool which can be used off-the-shelf or branded with VAR livery to present a completely integrated support identity.

Launched by Olympic Support in 2008 Supportal is a true end to end web product. Developed using Microsoft.Net technology, Supportal is a browser application supporting a range of databases and allowing for a 'zero footprint client'. Running on an IIS server the system also supports remote communications via the Internet. Modules have been developed to allow users to dispatch & complete service calls remotely together with parts usage & signature capture while customers can log & monitor their service calls.

### Customer Assets

Supportal is designed to provide total management of Multiple Customer Installations, and Multiple Serialised Product Assets. It can also maintain Multiple Contracts with customisable Service Level Agreements, Service Coverage, Response Times, Automatic Renewal Tracking and Preventive Maintenance Scheduling. Plus, many optional Coding features to manage Field Engineers' Fault and Repairs, Common reported problems, Contract Types and Call Resolution Types.

### Call Control

Supportal offers a powerful call handling facility. With features including Automatic Response Time Calculation, Contract Status Checking, Preventative Maintenance Due Alerts and Engineer Tracking it ensures an effective Call Management System in a response Critical environment.

"We have it covered"

 **OLYMPIC**  
support



**Supportal has an extensive range of features:-**

- Log support calls online - Service call logging with diary, SLA escalation and full audit trail.
- View reports and call history - All the critical call information about calls logged, call status, solutions, escalation, SLA calculations and more.
- Reseller resources - Supportal is crammed with goodies only available to our support resellers.
- Downloadable Technical Resources - stay up-to-date with Audit scripts such as HPUX, Solaris.
- Full demo available at [www.olympic-support.com/reseller-central/supportal-demo.php](http://www.olympic-support.com/reseller-central/supportal-demo.php)



Supportal Log in Screen



Selecting Reports



Supportal Applications Screen



Viewing Product Details



Supportal VAR Only Resources



Call Logging Screen



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