



Evoxia provides excellent technical expertise to help customers in sharing technical help and implementing our solutions. This helps reseller penetrate to newer customers, address new segments even without any technical resources on their own. We help them spread their reach in the market, reduce risk, provide assurance to your clients and manage your business growth effectively.

Our engineers are certified and trained in the products we distribute. They undergo extensive training to cope with the newer technologies and updates of all the products that our vendors introduce and hence we keep ourselves updated at all times.

We try our best to cope with the business demands of our reseller and hence stock various models of the products in the right quantity to be able to cater to our reseller's business with the best possible delivery time. We also provide standby and loaner unit to our resellers so that their customers don't face the downtime and hence increase further profit margins for themselves and trust of the customer.

We extend to provide both pre-sales and post-sales to our resellers and help them cope with the expectations of the customers. This includes understanding customer requirement, design and propose solution, trouble shooting and maintenance. We also provide tailored support to our reseller based on the customers demand of 24x7, 8x5x4, or hardware replacement.

**SERVICES OFFERED**

**EvoCare Silver:** 8x5 support with 4 hrs response from Monday to Friday (9a.m to 5p.m)  
Customers are entitled to receive unlimited telephonic and email support.

On-site support for total of 12 incidents in a year.

**EvoCare Gold:** 12x6 support with 4 hrs response from Monday to Saturday (9a.m to 9p.m).  
Customers are entitled to receive unlimited telephonic  
and email support. On-site support for total of 24  
incidents in a year.

**EvoCare Platinum:** 365 days, 24x7 support with 4 hrs response.  
Customers are entitled to receive unlimited on-site, telephonic and email support.

Email: support@evoxia.com

Phone: 62841256 ☐ ☐ ☐ ☐