

# Top 10 Reasons Enea Provides World-Class Support

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Our global support team is here to make sure you can successfully build, deploy and manage your projects and systems. Our ambition is to help you keep your projects running at full pace by preventing issues before they happen and give you help from true experts when and how you need it. Here are ten reasons why we think we offer true world-class support.

## **Reason #1: We are certified.**

We are certified according to ISO 9001:2015 by an accredited certification agency. This means you can be assured that you will receive a constant and high level of quality in the support we provide and get a reliable and professional response. You can be confident that we have the resources to quickly resolve any issues brought to our attention

## **Reason #2: We are rated very highly**

92% of all customers who file a support case with us are satisfied or very satisfied with how we responded and handled the case (in 2017). As a comparison, a recent study among high tech buyers showed that only 61% on average were satisfied.

## **Reason #3: We genuinely care**

Our support engineers take personal responsibility for your success. We believe in building lasting relationships with you, because getting to know you and your applications help us better understand and adapt to your needs so that we can be truly proactive in our efforts.

## **Reason #4: We always close the loop to improve ourselves**

In the rare case you would not be fully satisfied with how we responded and handled your support case, we work out, together with you, what we should have done differently. Once you and we agree on how we should have acted, we will implement it as a change to our processes to make sure we don't repeat the same mistake.

## **Reason #5: We provide support anytime, anywhere**

With 7 support hubs around the world, we are always on duty and available for you 24/7/365. Our support engineers provide multi-lingual worldwide coverage, simplifying communication of complex issues.

## **Reason #6: We have 50 years of experience providing world-class support**

We have provided embedded solutions for 50 years, to some of the most demanding customers. We have learnt not only how important good technical support is for you to succeed, but also how to build a support organization that can provide the level of support requested by large multi-national organizations, as well as specialist companies.

## **Reason #7: We are flexible to our unique customers**

All customers have different needs, and we cater to those needs with great flexibility. We don't treat you differently from other customers depending on whether you have a gold or silver support package, we just deliver our best efforts to you all, based on your unique needs.

## **Reason #8: We are very close with R&D**

At Enea, there is never a distance between support engineers and software engineers. Fact is that support engineers often participate in development projects, and engineers from R&D function as second line support for some of the cases we handle. The tight interworking between support engineers and those who wrote the software allows us to give you accurate answers in very short time.

## **Reason #9: We have profound domain expertise**

We take pride in being experts on real-time and embedded runtime solutions. Our support engineers are senior staff members with many years' experience from support and embedded development projects. When you contact us, you will be in direct contact with the experts from start.

## **Reason #10: We make a difference**

Customers tell us again and again what an important job we do. Many projects would have stalled had it not been for our support engineers and their dedication to identify issues and quickly find a solution.

[www.enea.com/support](http://www.enea.com/support)



Enea develops the software foundation for the connected society with a special emphasis on reducing cost and complexity at the network edge. We supply open-source based NFVI software platforms, embedded DPI software, Linux and Real-Time Operating Systems, and professional services. Solution vendors, Systems Integrators, and Service Providers use Enea to create new networking products and services faster, better and at a lower cost. More than 3 billion people around the globe already rely on Enea technologies in their daily lives. For more information: [www.enea.com](http://www.enea.com)