



You Are In Good Hands With CDC Praxa Customer Support Services



At the CDC Praxa Service Centre, you will be getting a lot more than a colourful set of helping hands. As a leading Australian industry veteran in IT professional services, CDC Praxa has set a high personal standard of being a Customer Driven Company™ by always focusing on the things that matter most to our customers.

For over 27 years, CDC Praxa has been providing customer support services to some of Australia's pre-eminent organisations. With an established range of quality processes and tools in place and backed by our certified ISO 9001 standard, you can rest assured of getting one of the industry's best quality support services that is truly customer driven.

CDC Praxa is able to deliver a comprehensive, yet flexible customer support service that ensures our support centre and consultants exceed our customers' business support needs: From adequately meeting response and resolution time to questions and requests right through to quality documentation, report and support services reviews, you are in the best of hands when you engage with the CDC Praxa Customer Support Team.

To find out more on how the CDC Praxa Service Centre can help to give you a better hand, please turn overleaf or call us on **1 800 268 773** or email enquiry@praxa.com.au.





Key Features of the CDC Praxa Service Centre include:

- Unlimited number of phone calls
- 24 /7 access to make a request via email
- Business hours support (with extensions available)
- Service Level targets for an initial response and resolution to service requests
- Service Request Numbers for tracking purposes
- Access to a knowledge-base to assist with the diagnosis and resolution of problems



Contact Us

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Key Benefits of the CDC Praxa Service Centre:

- A one-stop shop for logging support calls, queries and accessing CDC Praxa resources
- Preliminary diagnosis which in many instances may resolve the problem
- Call tracking and management through to problem resolution
- Escalation management on behalf of the organisation
- On the spot response and resolution when possible

