



# Asset Suite Help Desk

OLAV is the longest Serving U.S. Asset Suite/PassPort Specialty Company  
A Hitachi Energy Asset Suite Service Partner

## RESOURCES

Free your IT Staff time, allow your internal team to focus on strategic projects. Ensure higher levels of customer satisfaction and flexible end-user IT support.

## TRAINING

Enhance your in-house IT knowledge base and expertise, OLAV has Senior Analysts that can provide staff training and workshops.

## PRODUCTIVITY

Improve productivity and reduce overhead by utilizing OLAV's proven industry expertise and support.



- ✓ Provide Asset Suite Enterprise Helpdesk Support
- ✓ Ticket Resolution
- ✓ Project Support
- ✓ Asset Suite Consulting
- ✓ Asset Suite Production System Data Modification
- ✓ Passport Legacy Support
- ✓ Training
- ✓ Testing (Performing & Writing)
- ✓ Troubleshooting Data Problems

## Help Desk Support Levels

Levels will be customized based on business requirements.

### Level 1

- User conference call as needed.
- Issue resolution to customer via email.
- Acknowledgement by user that issue was resolved.
- If not – escalate to level 2 as appropriate.

### Level 2

- User conference call as needed.
- Basic trouble shooting.
- Installation support.
- Configuration support.
- Knowledge base entry.
- Acknowledgement by user that issue was resolved.
- If not – escalate to level 3 as appropriate.

### Level 3

- User conference call as needed.
- Intermediate level trouble shooting.
- Check integration issues.
- Check hardware and software interoperability.
- Knowledge base entry.
- Acknowledgement by user that issue was resolved.



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## REDUCE COSTS

Receive fast, expert technical support at an affordable cost. Free up your IT staff to focus on more strategic issues and provide your internal resources with a predictable delivery model—driving savings in staff time and operational costs.

## REPORTING & ANALYSIS

In addition to the technical expertise, OLAV's contextual knowledge of the data allows for powerful reporting on your data.

## CUSTOMER SATISFACTION

Simplify with a single point of contact dedicated to resolving technical issues, resulting in faster issue resolutions and improved customer satisfaction.

## Asset Suite Help Desk Service

Most often, the purpose of an Asset Suite help desk is IT support, either to serve external customers or internal customers (employees) needing technical support. But some clients broaden their use of OLAV's help desk for their customer support, customer service, or customer advocacy team.

OLAV has worked with utilities across the United States and Canada to deliver solid solutions that enhance the performance and efficiency of their operations. We have proven track record of deploying and optimizing Enterprise Asset Management (EAM) applications and have worked with Asset Suite, the industry-leading Enterprise Asset Management (EAM) software for the nuclear industry since it was first created back in 1990's.

OLAV excels at designing and implementing changes to enterprise software applications and business processes while maintaining a focus on software quality assurance (SQA).

## Other OLAV Asset Suite Service Offerings:

- Asset Suite System Maintenance
- Asset Suite Studies
- Data Conversion/Migration
- Asset Suite Multi-Version Upgrades

### Contact Us:

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