



Managed-AIS Support



Introduction

Here at Managed-AIS our customer relationships are vital to everything we do. In order to ensure that client's expectations are met with regards to support and product maintenance we employ a full support team to manage and track customer enquiries. Many of our customers have been with the company and products for over a decade.

In order to keep pace with the growing demands of the AIM/AIS market it is essential to have funding to keep product developments up-to-date. Managed-AIS customers have the peace of mind of being part of the largest AIP and eAIP software user community in the world.

All products are backed up with full Warranty, Maintenance and Support contracts available over periods of 1 to 5 years.

- Product Support
- Product Maintenance
- Product Warranty

Support Services



Product Support

Managed-AIS provide a comprehensive support package that includes full technical and AIS domain assistance. Customer issues are received via phone, fax and email then assigned a Client Tracking Number. The follow up will take place within an agreed period based on the service level agreement and can be carried out in several ways: by raising a product issue, advice from a technical expert or advice from a domain expert. Issues are only closed when the client is satisfied that problem has been resolved.

These support services are applied as part of ongoing maintenance contracts to customers who have purchased one of our COTS software packages.



Product Maintenance

As part of the ongoing maintenance contract, Managed-AIS provide at least one major upgrade for client software per year. During the year M-AIS receive requests for system enhancements and issues that get resolved on a client by client basis. The yearly update ensures that all our clients can take advantage of new features and fixes in a consolidated build.

Additionally, the interval period between builds can be reduced or lengthened accordingly, should the client request it.



Product Warranty

M-AIS can provide warranty in the first year of purchase and every year thereafter while the maintenance agreement is in effect. During this time if any serious system defects or problems with the agreed system functions occur, they will be fixed promptly.





EAD Customer List:

Country	Customer	Product
Albania	NATA	EAD FrameAPS
Austria	Frequentis	(eAIP) EAD apsXML
Belgium	Belgocontrol	(eAIP) EAD apsXML
Belgium	EUROCONTROL	EAD FrameAPS
Bosnia Herzegovina	BiH	(eAIP) EAD apsXML
Canada	NAVCANADA	(eAIP) EAD apsXML EAD FrameAPS
Croatia	Crocontrol	(eAIP) EAD apsXML
Cyprus	DCA	(eAIP) EAD apsXML
Denmark	Naviair	EAD FrameAPS
Germany	AFSBw	EAD FrameAPS
Germany and Spain	GroupEAD	EAD FrameAPS
Hungary	Hungarocontrol	(eAIP) EAD apsXML
Ireland	IAA	(eAIP) EAD apsXML
Jordan	CAA	EAD FrameAPS
Latvia	LGS	(eAIP) EAD apsXML
Lithuania	Oro Navigacija	(eAIP) EAD apsXML
Kazakhstan	RSE Kazaeronavigacia	(eAIP) EAD apsXML
Kosovo		(eAIP) EAD apsXML Training
Malta	ATS	(eAIP) EAD apsXML
Moldova	Moldatsa	(eAIP) EAD apsXML
Netherlands	RNLAF	(eAIP) EAD apsXML
New Zealand	Airways New Zealand	(eAIP) EAD apsXML
Philippines	CAAP	EAD FrameAPS
Portugal	NAV EP	(eAIP) EAD apsXML
Serbia and Montenegro	SMATSA	(eAIP) EAD apsXML
Slovenia	SloveniaControl	(eAIP) EAD apsXML
Turkey	DHMI	EAD FrameAPS

Worldwide Customer List:

Country	Customer	Product
Algeria	ENNA	AIXM Data Management Suite FrameAPS
Guinea/Liberia/Sierra Leone	Roberts FIR	AIXM Data Management Suite FrameAPS
Iceland	ISAVIA	AIXM Data Management Suite FrameAPS
Nigeria	CAA	AIXM training, AIP/eAIP training
Switzerland	skyguide	(eAIP) apsXML
Tanzania		AIXM training, AIP/eAIP training
United Kingdom	NATS	AIXM Data Management Suite ADEP