



[SUPPORT SERVICES]

Optimise solutions

Accelerate your business

You've invested in powerful technology solutions to advance your business. Now, optimise them to deliver non-stop uptime and business performance with ARKANCE Premium and Executive Support.



Beyond the basics Personalised, proactive support

Work with advisors, technology experts and training specialists when you need them. We make it fast and easy to get assistance.

Premium Support

Keep your project moving. An integrated, self-service helpdesk with unlimited tickets allows you to efficiently connect with experts. Minimise downtime and resolve issues quickly—from software licensing to troubleshooting and usage enquiries.

Executive Support

Optimise your technology usage. Get all of the benefits of Premium Support plus pre-purchased “expert days” when you need our team to deep dive into a support case. Strategic, personalised solutions, workflows, and custom development drives focused, measurable impact.

“They simply take care of everything”

Stroud Metal

“Extremely rapid response, excellent communication, problem solved. ARKANCE delivers impressive service.”

Thyssenkrupp





Maximise operational continuity

Our AI-powered helpdesk tool quickly directs you to the expert most qualified to assist with your enquiry.

Minimise downtime

Expert-led, prioritised support teams spring into action to resolve problems quickly and effectively.

Maximise productivity and innovation

Prompt resolution keeps your operations teams running smoothly.

Maintain focus

Let us handle the software and technology so your team can focus on business-critical activities.

Empower your people with our expertise

We haven't seen everything, but we've seen a lot. With 30+ years solving real-world challenges, we share our intellectual capital and hands-on experience with your teams.

Access to support resources

Our partner-certified specialists and industry consultants help solve software development, integration, or configuration challenges unique to your project.

Grow your teams' skills

Training and knowledge sharing build your team's skills—and confidence—with new technologies and solutions.

Plan for what's next

Regular reviews help identify learning and consulting opportunities aligned with your organisation's changing needs.

Leverage support as a strategic advantage

With full visibility into support interactions, you gain valuable insight for making technology, talent, and strategy decisions.

Gain data-driven insights

Data on usage, needs, and opportunities enables better service efficiency and optimised processes.

Benefit from industry-specific expertise

Knowledge on 130+ specific topics and the latest technology innovations helps you successfully tackle challenges like data flow optimisation, design improvement, and streamlining production.

See your ROI

Granular reporting enables you to track usage and measure value delivered.

Achieve efficiency and risk management goals

With visibility into improvement and measurable results, you are better equipped to reach strategic goals, manage risk, and plan future initiatives.

Make compliance easier

Meet sustainability, local, and global regulatory standards with experienced consulting guidance.

Ensure budget predictability

Fixed pricing and scalable plans ensure financial clarity.

Optimise software ROI

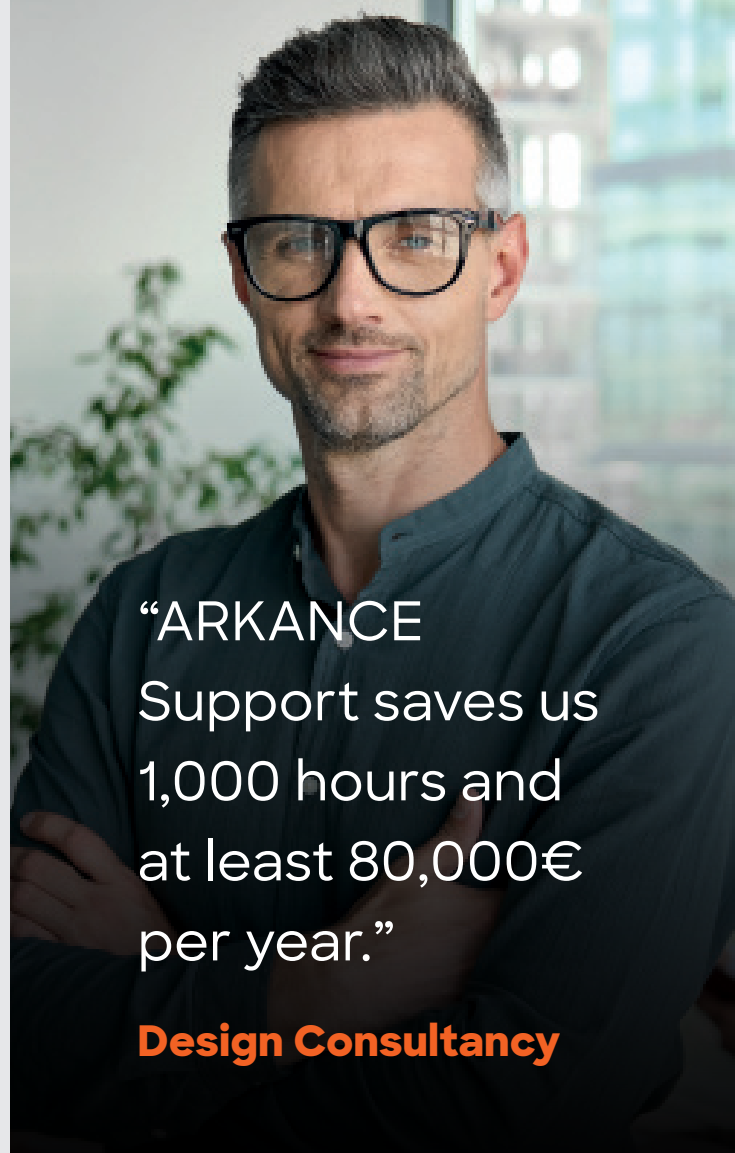
Software usage recommendations and best practices optimise team skills and maximise your software investment.

Support—when, where, and how you need it

Get help from your local team in your language during regular business hours, along with 24/7 access to our support platform, 365 days a year. Whether you need remote support, tailored guidance, or on-site assistance, you can count on us to be right there with you.

Multi-vendor technology support

As a solution-agnostic partner, we support a range of products and platforms that optimise your success. We also offer custom support for new technology integrated with your existing solutions. Rely on our product-certified technical and industry-specific experts for help across your technology stack.



“ARKANCE Support saves us 1,000 hours and at least 80,000€ per year.”

Design Consultancy

Supported products



The best investment for ensuring ongoing success

Let us take software and solution complexity off your plate. Flexible, scalable support optimises your solution’s capabilities while freeing your people to do what they do best—design, build, produce, and deliver results for customers.

	Premium Support	Executive Support
Always-on, unlimited ticketing platform: Send us your bugs, issues, enquiries, and service requests at any time, and receive guaranteed prompt responses.	✓	✓
Comprehensive coverage: Ask any question related to account management, troubleshooting software errors, licence activation, installation issues, and general software usage.	✓	✓
Technical assistance: Receive help with product features, workflows, and compatibility topics for known and defined scopes.	✓	✓
Remote assistance: Available for all users.	✓	✓
Third-party escalation: We escalate issues and share insights with appropriate partnering vendors.	✓	✓
Proactive guidance: Agents will proactively recommend training and process improvements to further optimise your results.	✓	✓
Regular reporting: Receive regular reports on support usage and value delivered.	✓	✓
Advance technical assistance: Receive help with advanced workflows, interoperability, process automation, custom configurations, full implementations, and tailored software development.		✓
Pre-purchase consulting days: Book consulting expertise to dive deeper into specific challenges.		✓
Pre-purchase development days: Pay only as needed for specialised development expertise.		✓
Pre-purchase training days: Schedule dedicated days for e-learning courses or in-class instruction.		✓
Strategic focus: Proactive, tailored guidance from industry and business specialists to align technology improvements with strategic business goals.		✓
On-site assistance: Support when and where you need it.		✓
Regular reviews: Meet with a dedicated expert to identify opportunities and support strategic planning aligned with your evolving needs.		✓



Contact us

Learn how we can help you optimise your solutions for a successful transformation journey.

Transformation takes a team. We're your people.

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