QUICK REFERENCE CARD

SUPPORT OPERATIONS

Log your incident

Always start by logging your incident in the support portal with as many details as possible.

https://support.nomios.com

STEP 01

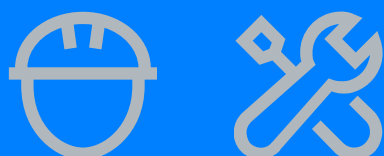## High priority

Give us a call when your incident needs to be handled with P1 or P2 priority, immediately after logging the case in the portal.

STEP 02

Research & analysis

Our support team starts working on your incident by reviewing log files, troubleshooting, and lab testing.

STEP 03

Resolution proposal

After researching the incident our team will propose a final resolution or an intermediate work around to mitigate impact.

STEP 04

Resolution delivery

Done! Our team has provided the resolution, whether it's a hardware replacement according to your chosen SLA or an alteration to your configuration.

STEP 05

nomios secure and connected