

# DPS Knowledge & Support

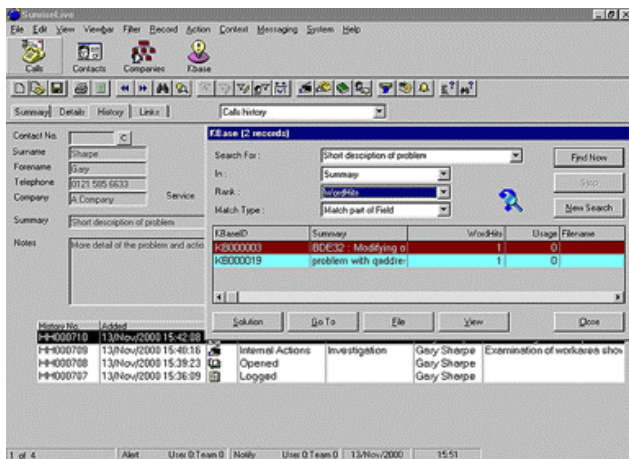
-“Superior support is the only ticket to a smooth ride!”



## After sales support

DPS takes great pride in the level of service and support we deliver to our clients. Partners or local DPS subsidiary gives first line support. DPS Global Helpdesk in Birmingham supplies second line support. DPS and our partners use a web-based helpdesk system allowing instant access to support cases and the knowledge database. If needed, the technical development team has direct access to the database.

a day, 7 days a week. Of course, some calls are best explained person to person, and DPS support is also available at telephone if necessary.



Operating environment for Implementation Consultants.

DPS system has a knowledge base and “quick response” database, which means that more often DPS can give the client an immediate answer. Calls are allocated internally so any problem will be allocated quickly to the person with the most appropriate expertise. The status and age of calls is immediately available for monitoring DPS staff performance in DPS internal quality control system.

Clients can access DPS support systems directly in a number of ways. Electronical logging reports is available at [www.dps-int.com](http://www.dps-int.com) - where clients can log, update or check the progress of support calls. This means that clients can contact DPS 24 hours



DPS online support.

## Implementation Support

DPS are Logistics Professionals with direct hands-on experience gained in the third party and own account sectors. We understand the total supply chain and have undertaken studies for Europe, Africa, Asia, Australasia and North America. Together with the clients own staff we form a powerful and cost effective team. Our two main specialisations are in operational reviews and business development studies. DPS also have partners available with own expertise in related competence areas such as ERP systems and implementation, mobile data, warehousing and management consulting.

## DPS Support

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For a list of local subsidiaries and partners see [www.dps-int.com](http://www.dps-int.com).