**Multi-Level Support (L1, L2 & L3)**

**Quality Assurance**

## Production Support

. User Support
. Configuration Management
. Emergency Fixes
. Application Support
. Application Monitoring
. Database Monitoring
. Production Support (24 x 7)
. SLA Management

## Maintenance

. User Support
. Regulatory
. Minor Enhancements
. Configuration Management
. Corrective Maintenance
. Preventive Maintenance
. Database Administration
. Change Management
. Product Review
. SLA Management

## Business Support

. Quality Assurance
. Emergency Fixes
. Application Continuity
. Application Monitoring
. Database Monitoring
. Product Enhancements
. Production Support (24 x 7)
. SLA Management

**24 x 7 Support**

**Multi-Channel (Voice & Web)**