



## 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](#)

## Customer List:

Country	Customer	Product
☉ <a href="#">Albania</a>	NATA	EAD FrameAPS
☉ <a href="#">Austria</a>	Frequentis	(eAIP) EAD apsXML
☉ <a href="#">Belgium</a>	Belgocontrol	(eAIP) EAD apsXML
☉ <a href="#">Bosnia Herzegovina</a>	BiH	(eAIP) EAD apsXML
☉ <a href="#">Croatia</a>	Crocontrol	(eAIP) EAD apsXML
☉ <a href="#">Cyprus</a>	DCA	(eAIP) EAD apsXML
☉ <a href="#">Denmark</a>	Naviair	EAD FrameAPS
☉ <a href="#">Germany</a>	AFSBw	EAD FrameAPS
☉ <a href="#">Hungary</a>	Hungarocontrol	(eAIP) EAD apsXML
☉ <a href="#">Ireland</a>	IAA	(eAIP) EAD apsXML





## 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.

