

SUPPORT TEAM

BY THE NUMBERS

“ Whenever I send emails, I get an answer immediately.
I believe I am receiving the very best support from Open iT. ”

- Yuly Supriyadi, Oil and Gas Company - Indonesia

24/5
SERVICE

SUPPORTING
MORE THAN
200k
END USERS

ACROSS
6
CONTINENTS

Ease of Communications
94%*
“Outstanding”

Pace & Promptness
83%*
“Very Fast”

Resolution Time
72%*
“Within 4hrs”
19% - “Between
12 to 16hrs”

Agent's Expertise
77%*
“Very Satisfied”

Capterra.com
5/5
CUSTOMER
SERVICE

Gartner Peer Insights
4.3/5
SERVICE AND
SUPPORT



* Source: Open iT Customer Support Survey

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