



Contacting

IT-tude groupe QUODAGIS

Are you looking for help regarding our services or solutions ?
Hereunder are the different ways to contact us.

Offices

Offices are open every workday , from Monday to Thursday from 9 am to 12:30 pm and from 2pm to 6pm, on Fridays from 9 am to 12:30 pm and from 2 pm to 4 pm (France time).

Call :

0 810 202 272 (France) | + 33 4 43 91 00 13 (International)

Email :

info@it-tude.fr

You do not know whom to reach out, this email will be dispatched to the right contact;

For any commercial request, please write to: solutions@it-tude.fr

For any project / consulting request : consulting@it-tude.fr

Adresses :

Head Office : 64 rue de Miromesnil, 75008 Paris, France

Administrative Offices : CS 85879 - 6 Impasse René Couzinet -
Parc de la Plaine - 31506 Toulouse Cedex 5, France

Website :

www.it-tude.fr

Services



CONSULTING



INTEGRATION



TRAINING



SUPPORT

For more information, visit our website www.it-tude.fr



Technical Support

Our support service is open every workday from 9 am to 6 pm, continuously.

Call us :

0 810 202 272 (France) / +33 4 43 91 00 13 (International)

Email us :

support@it-tude.fr

Self-service access

Depending upon your service engagement, your support contract also gives you access to the Self-Service portal



For optimal answers please always detail :

- > Product
- > Version
- > Detailed description of your request



Assistance & maintenance

Our support is inhouse. For every call, you will have access to a thoroughly trained team member. Every call is tracked thanks to our ITSM tools. You get a personalized access.

- ✓ Priority access to the technical assistance
- ✓ Updates and new versions of your product(s)
- ✓ Access to the knowledge base
- ✓ Escalation to a senior staff member whenever needed



Assistance **Plus**

Assistance Plus contract expands your support and services coverage. You will gain more resources; with additional applicative assistance; remotely and/or on site

- ✓ Dedicated access to IT-tude groupe QUODAGIS support
- ✓ Up to «h» hours of remote service
- ✓ Up to «d» days of consulting
- ✓ Assistance from experts to complement technical approach
- ✓ Assigned technical account manager (TAM) : Your referral expert assists you on a regular basis