

# **MAINTENANCE & OPERATIONS**

## What is this?

Site maintenance and operations cover all the tasks you require for your brand site. Rapid worldwide changes to product photos can be easily implemented by contacting our 24/7 support team. We can create and maintain content in 25 languages. Our developers can easily create new site functionalities and change existing ones. You can rely on us for a stress free and effective way of taking care of your brand site.

Mostly used in:



### This will help you to:

- ... communicate with your clients
- ... manage constant updates on your sites
- ... make fast changes to and maintain your sites worldwide
- ... relax - we can provide 24/7/365 support

### M&O Benefits:

- › **Security** - Strict security processes, multiple level quality check
- › **Rapid response time** - 15 minutes if required
- › **CMS Excellence** - Adobe AM, Sitecore, Drupal, Umbraco, eZPublish, Teamsite, Nowellon
- › **Follow the Sun** Incident Management - 24/7/365, 3 shifts

### Why use M&O Services?

- › **Proven ability** to handle large scale requirements
- › Over **8000** tickets solved in 2016
- › **700+** sites managed
- › **Operating on 5** continents, in **65** countries
- › **25** languages handled
- › **Single point of contact** - easy to manage
- › **Dedicated team** - fast and efficient
- › **Global support** - ensures consistency and resilience in all your locations

 **SLA:** Response within 15 minutes  
Solution within 24 hours



## Questions?

**Anna Raubo**  
Group Account Manager  
a.raubo@hypermedia.pl

 **Maintenance & Operations** goes best with:



This is part of our full suite of digital services across all customer touch points. We can help you design, produce, measure and optimize every piece of work for an engaging, end-to-end digital experience.



Global Reach:



20+

Years of Digital Experience

Should you need any further information regarding our products and services, contact us to learn more and to discuss how we can help your business grow.



**Jacek Parczewski**  
 Head of Product Development & Portfolio  
 j.parczewski@hypermedia.pl  
 +48 735 992 979

We are part of:



**HYPERMEDIA Sp. z o.o.**

Czerska 12  
 00-732 Warszawa



Phone: +48 22 316 80 00

Fax: +48 22 441 80 81

Mail: [info@hypermedia.pl](mailto:info@hypermedia.pl)

For more info about Hypermedia go to [hypermedia.pl](http://hypermedia.pl)