



Support Services



Disaster Recovery



Tailored Solutions for Complex Environments



Flexible and Responsive Communication



Rich Knowledge Resources

OPERATIONAL EXCELLENCE

Your Business, Elevated



InflexionPoint offers unparalleled support services tailored specifically for the life sciences, food and beverage, and critical infrastructure sectors. Our mission is to ensure the flawless operation of your technological infrastructure, the backbone of your business. With a suite of services meticulously designed to meet the unique challenges of these industries, we are not just a support provider; we are a strategic partner committed to propelling your operations to new heights.

Dive into a world where operational technology (OT) support transcends traditional IT boundaries, embracing the complex network of systems and devices pivotal to your infrastructure's success. From SCADA software and industrial hardware to advanced networking and custom-developed applications in Nexilis, InflexionPoint offers comprehensive support. We blend IT and OT support seamlessly, ensuring your systems operate in harmony and drive your business forward in today's dynamic technological landscape. Choose InflexionPoint to unlock the full potential of your operations, where our expertise becomes the catalyst for your technological empowerment and business growth.

TAILORED SUPPORT SOLUTIONS

Standard Care

Availability: Monday to Friday, 8AM - 5PM
Hours of Support: 40 Hours
Includes: Standard help desk, software updates, routine maintenance
Special: Initial comprehensive health check/audit

24/7 Critical Care

Availability: 24/7
Hours of Support: 120 Hours
Includes: Rapid response, dedicated support team
Special: Quarterly health checks for peak system performance

Extended Care

Availability: Monday to Saturday, 8AM - 8PM
Hours of Support: 80 Hours
Includes: Prioritized response, extended support hours
Special: Mid-contract system efficiency check

Signature Care

Availability: Bespoke, as required
Hours of Support: Customizable
Includes: Tailored support experience, dedicated account management
Special: Custom solutions and exclusive resources

CUSTOMIZABLE SUPPORT OPTIONS

Additional Support Hours

Flexible Support: Access extra engineering hours as needed.
Preferential Rates: Purchase additional hours upfront at a reduced cost.
Operational Assurance: Guarantee continuous support throughout your contract.

Refresh Engineering Hours

System Enhancement: Allocate hours for significant system upgrades and new technologies.
CAPEX Billing: Charge these specialized hours to capital expenditures for budget efficiency.
Infrastructure Growth: Stay current with tech advancements and expand operational capacity.

Strategic Support Analytics Empowered with Data

Unlock the power of data-driven decision-making with our comprehensive monthly and annual reports. Monthly analyses provide snapshots of service performance, including incident metrics and SLT adherence, while our yearly summaries offer a broader view of long-term trends, areas for improvement, and strategic guidance to optimize service delivery. Delivered digitally for maximum confidentiality and convenience.