How Can Credits Be Used?

responsiv

Responsiv Assist Flex Support uses credits to ‘charge’ for support time from Responsiv specialists. These are just some examples of how you can utilise your credits to increase the value of your IT investments.
If you have any questions, please reach out to your Account Manager or Responsiv contact.

Activity	Description
Remote Support	Raise a service request for support on an issue, to ask a technical question, get expert advice, and more over the phone, email, or service ticket.
Document Review	Review and comment on your documents, this is per document, per review (one pass). We expect documents to be approximately 20 pages, and you must provide a list of no more than 4 specific perspectives (review performance, resilience, etc).
Incident Management	‘Over the shoulder’ remote support from start to finish for an incident that is impacting business operations, i.e., system down. (Up to 5 days)
Mentoring	Mentoring sessions on a specific topic. We will prepare for the mentoring call, which may include development of examples or presentations. Our SMEs will guide your teams through features and functionality to pass on our expertise.
Training Courses	Use credits to purchase third-party training courses from vendors including IBM, Microsoft, AWS, Google, Cisco, and more. Either provide us with a link/reference to the desired course, or utilise our experts to find the best course for your needs.
Root Cause Analysis	We conduct root cause analysis for your technical issue, producing a report on the identified issue and provide advice and recommendations for long-term remediation.