



Field Service Engineers | Telephonic Support Helpdesk | Web Based Helpdesk | Training

EPOS Support

“Excellence in EPOS For Your Business Needs”

Field Service Engineers

Since 2005, EPOSability has operated a network of Field Service Engineers across the UK. Our engineers are specifically trained & tested in relation to our clients EPOS systems and infrastructure. All engineers comply with the EPOSability Code of Conduct. For any service work performed, we issue a detailed Engineer’s Report. This ensures transparency, audibility and clarity for all parties involved.



Telephonic Support Helpdesk & Training

Our operatives are trained to ensure that EPOS and IT issues are logged and if a direct resolution is not available over the phone; an appropriately graded EPOS Engineer is made available on site. Remote issue resolution utilising client side VPN infrastructure can assist with more immediate issue resolution. Our standard call centre hours are Monday to Saturday, operating from 8:00 - 19:00, and on Sundays from 9:00 - 17:00. Training in relation to EPOS systems is provided to all clients, either onsite or in suitable training environments.



Web Based Helpdesk

EPOSability operates a secure, flexible, fast performance Web Based Helpdesk application for all our clients. The portal features a user-friendly interface, search capabilities, and is fully equipped with email handling; providing the option for on-going updates on issue resolution directly to call initiators. Service Level Agreements are readily available for scrutiny through this portal.



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