



# Electronic software and design services, ready for when you need it

Support, Advice and Maintenance from the engineers who know your project inside out, reserved just for you, ensuring the smoothest journey to market.

## What is SAM?

Our support, advice and maintenance subscription service provides responsive access to your Ignys engineer(s), for a set number of hours each month, following project completion.

Development projects can be lengthy and continuous, with typical 4-6 week commencement lead times.

Following project close, engineering support is usually required for a few hours at a time. This ad-hoc approach isn't suited to the admin time and cost required for quoting, raising orders, and scheduling additional engineering time.

A subscription approach makes on-going support slicker, quicker and easier.

## Who is it for?

SAM is designed for organisations that have completed a prototype or scale-up production development, and now need ongoing, speedy access to our engineering experts for advice, minor updates and issue investigation.

By having the Ignys engineer who worked on your project on hand, they can quickly triage your concerns and advise if the issue is a quick fix, something that requires more time to get right, or if it's "non-issue" that can be easily sorted.

**Contact us today to find out more**

enquiries@ignys.co.uk • 0115 772 2825 • ignys.co.uk

## The Benefits

**Skip the queue - engineering support within 48 hours.**

**Access to a skilled team of multi-disciplined, collaborative engineers.**

**Eliminate scoping and admin costs.**

**Guaranteed availability for your project.**