

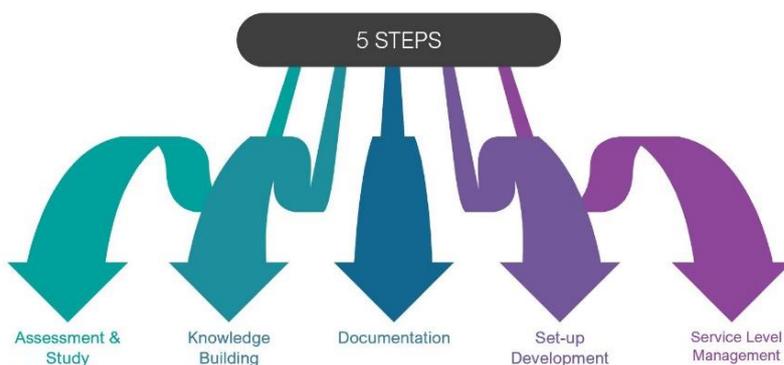
RHEA: 5 STEPS TO MAINTAIN



Many offerings regarding maintenance & support services on the market today are filled with graphs and decision trees of many kinds to explain what the added value of those companies are for you today.

At Rhea we work towards making your life simpler so you can focus on what really matters. In thus we have developed a clear and simple explanation of how we work.

5 steps to make a difference.



They have already put their trust in us:



the 5 steps of Rhea:

Rhea works around the principle of 5 simple steps to ensure that everything is under control regarding the maintenance and support of your applications. We use the same 5 simple steps in our re-development of legacy applications as well as in our development of new applications (with some minor differences).

Assessment and study: Here we look at the feasibility and complexity of the requested maintenance and support of the third party application. Following this we will make an offer and see if this is interesting for you (hence the go/no go delimitation)

Knowledge building: here we go more in dept around what your application is really made of and how it is used by your employees

Documentation: this is a documentation that is made by us by developers for developers and another documentation for the users. this to make sure you have all the needed information at hand

Set-up development: this is when we occur any problems or issues with your application. We will make changes or do adaptation on the code itself (after discussion with our clients off course) and build simulations for the interfaces and external components

Service level management: is the commercial and technical agreements that are put up between our clients and ourselves. this to be sure what responsibilities lie with us and which are still in the hands of our customers

Want to know more? www.rhea.be

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