

As a service providing company, Certipost wants to deliver the best possible service to all of its clients. Our sales and project teams will help you in every possible way to achieve a timely and correct set-up of your Certipost business solutions. Once the project is fully operational, the Customer Care team takes over the responsibility of ensuring the smooth functioning of your solutions. Need help? A good place to start is www.certisupport.com, where you will find the answers to the questions most frequently asked by our clients. If you can't find the solution there, you can contact Customer Care by phone or email. A team of trained professionals is available to investigate and resolve all incidents that are logged by our proactive monitoring systems and by our customers. Every incident, as well as every step in the resolution of the incident, is logged in our CRM application, an ITIL-based trouble ticket tool we use for logging, escalating, communicating and prioritising all incidents. We offer you the possibility to log on and follow up the logged calls. This function is available for our customers using Certione.com and Certibusiness.net, as well as for our SLA customers. It can also be activated for other customers on request.

Customer Care in numbers

- ➔ 60% solved within 1 hour
- ➔ 76% solved within 2 hours
- ➔ Thousands of certificates delivered yearly
- ➔ More than 520,000 connected residential users
- ➔ 85,000 connected companies

Proactive monitoring

The main Certipost data centre systems are monitored 24/7. In case of an emergency incident, an administrator is immediately notified. This person is equipped with all the necessary tools to connect and, if needed, restore all services remotely - anytime, anywhere. That way, we guarantee our service availability and, most importantly, your business continuity.

All message processing is monitored. Whenever a message is not processed timely or correctly, our Service Support (second line) department is notified. A ticket will then be created and resolved.

Contact

Our Customer Care team is available:

Mon – Fri:	8 a.m. to 6 p.m.
Phone:	+32 70 22 55 33 / +31 235 685 266
Fax :	+32 70 22 55 01
Mail:	service.desk@certipost.com
24/7 online assistance:	www.certisupport.com

For our SLA customers, we have dedicated communication channels. Depending on the type of SLA contract, these channels are available:

Mon - Fri:	6 a.m. to 6 p.m.
Sat:	8 a.m. to 3 p.m.



Customer Care team

The Customer Care team consists of 3 divisions:

- ➔ **Service Desk, first line:** This is the entry point for all calls. Tickets are created and prioritised. If needed, calls are escalated to the 2nd line support team or other Certipost departments. But at all times, the Certipost Service Desk remains your first point of contact.
- ➔ **Service Support, second line:** The Service Support team analyses all technical incidents and calls escalated by our Service Desk. 70% of the performed work is done proactively, as our proactive monitoring applications notify the Service Support department of any event that may disrupt normal business processing.
- ➔ **Delivery Services:** This department processes all orders placed in the Certipost Webshop. The team is responsible for order management, as well as the creation and the shipping of the goods.

Belgian eID



Certipost was selected by the Belgian Government as the prime contractor to deliver the electronic certificates on the Belgian electronic identity card (eID). As a Certification Service Provider, Certipost offers a range of certificates via its webshop or during the realisation of a customer project.

ITIL compliancy / ISO 9001

The Certipost Customer Care services are based on ITIL (Information Technology Infrastructure Library), the internationally recognised framework for best practices in IT Service Management.

All Certipost Customer Care processes are ISO9001 certified. In order to obtain this certificate, multiple internal and external audits are performed. It shows our continuous commitment to deliver high quality and to keep your business running smoothly and, above all, to keep it running electronically.



Webshop

Available Certipost products in the webshop are:

- ➔ Qualified Certificates for creating legally valid digital signatures or for filing electronic returns;
- ➔ SSL certificates for Server authentication and confidentiality;
- ➔ Code Signing certificates for secure software distribution;
- ➔ e-Signing packs for applying legal electronic signatures to your documents;
- ➔ eID card readers.

Visit our webshop:

www.certipost.com/webshop



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