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Aqitas Launches Premier Support Offering Called 1Source

1Source streamlines the support process for clients by offering a single source for all concerns and business needs

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ROSWELL, Ga. – Aqitas Solutions, a leading provider of Enterprise Asset Management (EAM) and IoT solutions that optimize asset intensive industries, announced the launch of their support service offering: 1Source. Managing enterprise applications like Maximo and ThingWorx can be challenging, so Aqitas created the 1Source experience to let clients offload the challenges of their support needs and streamline communication within one Aqitas portal.

“Customers often don’t know where to go for help,” commented Jeff Brown, Partner at Aqitas. “Is it an infrastructure problem, a bug, configuration issues, training, or some combination of issues? 1Source puts the triage and resolution on Aqitas. It’s our job to solve problems quickly and effectively.”

Based on the needs and contract type of the client, Aqitas can advise whether a designated account manager and pre-packaged hours, cloud services or first-level support are required. By choosing 1Source, clients can concentrate on their business and not their technology. For more information, visit the Aqitas website or contact the team at info@aquitas-solutions.com.

About Aqitas Solutions

Aqitas Solutions is a provider of Enterprise Asset Management (EAM) and maintenance solutions for asset-intensive companies across all industries. Through an established network of strategic partnerships, we are uniquely positioned to support customers in their digital transformation endeavors. Our Connected Maintenance portfolio is comprised of Maximo, IoT and Augmented Reality technologies that advance current maintenance practices while leveraging existing systems.

Based in Atlanta, GA, Aqitas’ leadership team and management consultants have industry leading enterprise asset management experience helping clients leverage their EAM system to optimize performance and improve productivity and service levels across the entire spectrum of their organization.