



Proven Expertise in Technical Support

Keeping Mission-Critical Systems Running, Monitored, and Improving, with Support Teams That Work in Your Hours.

APPLICATION SUPPORT FOR ENTERPRISE SOFTWARE

RELIABLE DAY-TO-DAY SUPPORT FOR THE SYSTEMS YOUR BUSINESS DEPENDS ON

COMPRSA provides experienced support engineers who act as an extension of your own team, joining your stand-ups, using your tools and working during your business hours. We keep your applications stable, resolve issues quickly and free your developers to focus on the roadmap.

- **Tiered Support:** Clear L1, L2 and L3 escalation paths, backed by the developers who know your codebase.
- **SLA-Driven Delivery:** Defined response and resolution targets, with transparent ticket tracking and status reporting.
- **Continuous Improvement:** Root-cause analysis and recurring-issue reduction, so problems get fixed rather than repeatedly patched.

UNITED STATES

Address

Beachwalk,
St Johns, Florida, 32259

Phone

+1 (631) 214-6575

Email

johan@comprsa.com

SOUTH AFRICA

Address

43 Leadwood Crescent, Fairview,
Port Elizabeth, 6070

Phone

+27 41 368 2299

Email

johan@comprsa.com

EUROPE

Address

9 Technologielaan, Leuven,
Belgium, 3001

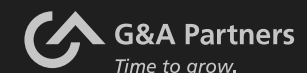
Phone

+1 (631) 214-6575

Email

johan@comprsa.com

OUR CLIENTS



INFRASTRUCTURE AND PLATFORM SUPPORT

MONITORED, SECURE AND RESILIENT ENVIRONMENTS AT SCALE

Since 2014, COMPRSA has supported a mission-critical Radio Access Network analysis platform for AT&T, a Tier 1 telecom provider. The same discipline applies to every client environment we support:

- **Server Management:** Over 500 Red Hat Linux servers across bare-metal and virtualised environments.
- **Data Platform Operations:** Deployment, tuning and maintenance of Kafka at 300+ nodes across 15 clusters, supporting data streams above 300 terabytes a day.
- **Monitoring and Visibility:** Ambari, Grafana and Prometheus implemented and customised for proactive alerting and operational insight.

AI-ENHANCED SUPPORT

FASTER RESOLUTION WITH GOVERNED AI

We apply AI inside the support process where it adds value, with human oversight and enterprise controls:

1. **Intelligent Triage** classifies and routes incoming tickets.
2. **Knowledge Retrieval (RAG)** gives analysts instant answers from your documentation and ticket history.
3. **Conversational Self-Service** lets users resolve common requests through a chatbot embedded in your portal.

CORE TECHNICAL SUPPORT CAPABILITIES

- **General Support:** Service desk and day-to-day user support, from incident logging and troubleshooting to access requests and escalation to the right team
- **Software Support:** Helping clients set up, maintain and get the most from their software, with installation, configuration, updates and ongoing assistance
- **Application Support:** Incident, problem and change management for custom and third-party software
- **DevOps and Release Support:** CI/CD pipelines, environment provisioning and deployment assistance (Azure DevOps, GitHub Actions, Terraform, Docker, Kubernetes)
- **Cloud Operations:** Managed operations on Microsoft Azure and Amazon Web Services
- **Monitoring and Security:** Proactive monitoring, alerting and threat monitoring
- **Documentation and Training:** Runbooks, knowledge bases and user training

INDUSTRIES AND CLIENTS

- Telecommunications · Healthcare · Financial Services · Human Capital Management
- Education · Construction · Insurance · Energy and Mining