

for Material Management

Services

● eqhub

● critical

● loop

● virtual inventory

Information about service levels on EqHub and related services.

Offshore Norge (Collabor8) manages a range of digital services provided by various application providers. Details about the specific providers are available under [terms](#) for the respective service.

All service levels have established KPIs and are monitored on a monthly basis with added emphasis on aspects related to quality, risks, and security.

What our users can expect from our services:



Line support

support@eqhub.no

(+47) 23 26 13 94

Availability

Weekdays 08:00 – 16:00 GMT+2



Critical incidents

30-minute reaction time and until a temporary or permanent solution has been implemented

Availability

Weekdays 08:00 – 16:00 GMT+2



Infrastructure

Our target availability is
99,7% – 24 / 7 / 365

➔ If you need additional information, please contact: support@eqhub.no

