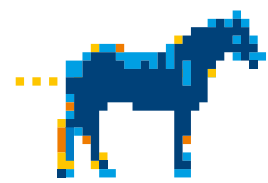


Percherons Guild

Percheron

Percheron is an agile draft horse breed, mostly gray or black, clean-limbed, powerful and docile. The overall impression created by the Percheron is one of power and ruggedness. Enthusiasts describe its temperament as proud and alert, and members of this breed are considered intelligent, willing workers with good dispositions. They are considered easy keepers and able to adapt well to many conditions and climates.

by Wikipedia.org



PERCHERON

If we can be of any help for you, please let us know.

1

What do we do?

Working in constantly changing conditions of ultra-heterogeneous environments hosting our client's live IT systems, fighting against hardest critical situations under strict deadlines, using wide range of technologies known to IT world we, The Support Team, consider ourselves Percherons Guild.

Mission

Our mission is to keep client's systems working not only by dealing with incidents and problems rapidly, but also acting pro-actively, detecting threats and risks and solving them before they distort client's business. Support also means communication: external (when we provide transparency of our work explaining risks and suggesting improvements) and internal (when we share knowledge among own members and never leave anyone alone in trouble).

2

Support Circle

While facing challenges of various types, Percherons Guild needs to be agile – we have to adapt fast to conditions set by the situation. The need for continuous adaptation makes us a self-organising team and we do it in formal terms as well: our most experienced members create a guild managing body called Support Circle. They discuss issues, they come up with solutions and they represent the whole team. The Circle is led by the Guild Master.

3

Our team

Depending on the means used to fulfil the tasks, our Guild members are divided into three lines of support taking care of all actions required, from communication and monitoring, through analysis to application changes and enhancements. No matter which line of support it is, each member of our Guild is client-orientated, pro-active and stress-resistant.

4

