

Partner assist

Nexus' **Partner Assist** is a program from Nexus to support our partners' business objectives. You can rest easy knowing that our experts are here to help you, making design and implementation easier and mitigating risks.

What can you expect from Nexus?

You can expect immediate support from us. If we can't help you out the same day, you will get information why, so that you can explain to the customer why there is a delay.

For partners with an agreement, Partner Assist is the single point of contact to answer questions and distribute issues or bugs to the Support or Engineering teams. Partner Assist works as a third line support towards partners for in-depth queries or configuration issues regarding any Smart ID solution.

Assistance is always faster for standard implementations than for customized solutions.

How to...

Order partner assistance

Before you can get help from Nexus' partner assist team, contact your sales representative to order partner assistance. If you don't have a sales representative, please [contact us](#) and we will get back to you.

When Nexus confirms the agreement, you are ready to place tickets. The Partner Assist agreement between Nexus and the partner includes the available ways of communication, such as phone, email or remote assistance.

Place tickets

Contact the Partner Assist team by emailing to partnerassist@nexusgroup.com or through other available channels.



To make administration smooth, send one email per issue. Include logs and examples of the process, if applicable.

Please respect these wishes, or the response times might be affected.

The Partner Assist team will solve your issues with the help of Nexus' Support or Engineering teams.

Follow up tickets

You can then follow up your issues in Nexus' support portal at <https://support.nexusgroup.com/>.