



SUPPORT SERVICES

OUR SUPPORT SERVICES ARE DESIGNED TO HELP YOU TAKE ON THE CHALLENGES THAT YOUR BUSINESS FACES TODAY AND IN THE FUTURE

Summary

Increasing your organizations performance through responsive services and support is central to our success.

Software provider support typically focus on the application. Support that is specific to a client’s unique production environment is better handled by an organization who understands your application integration designs. We guide clients through the software integration process every day, delivering unique solutions on top of our partner’s software. Our front-line support maximizes your investment by solving your support issues faster and with better results.

Data41 support is a fit for organizations that:

- Experienced challenges in maintaining their enterprise analytical software
- Need to expand & improve the scope of support for user community
- Have difficulty retaining qualified application administration staff
- Need to maximize the benefits of analytical solution
- Improve user adoption, and satisfy internal ‘customers’

Responsive Support

Our front-line support maximizes your investment by solving your support issues faster and with better results. Our U.S. support center is staffed by professionals with expertise in:

- ✓ Systems engineering/environmental issues
- ✓ Analyst Model Building (minor enhancements and troubleshooting)
- ✓ Reporting model deployment
- ✓ Performance troubleshooting
- ✓ ‘How Do I?’ question assistance
- ✓ Inbound/Outbound data assistance (minor enhancements and troubleshooting)
- ✓ Application automation assistance
- ✓ Direct interface with IBM/Microsoft/Qlik/Jedox/Scribe support for troubleshooting

Configurable Access

Our support is accessed easily and efficiently by phone, email, & chat. We provide support clients with a dedicated toll-free number, and robust case management with reporting and documentation. We deliver three different support level programs designed to fit your needs.

Standard Access

- Monday – Friday
- 7:00 am – 6:00 pm
- 8-hour response guarantee

Extended Access

- Monday – Friday
- 24 hours
- 4-hour response guarantee

Enterprise Access

- 7/365
- 24 hours
- 1-hour response guarantee