

Support and Services



“We rely heavily on the CoreIntegrator support and services team, almost as an extension of our own company, for day to day support. They are there when we need them and we can trust our support needs will be resolved quickly and professionally.”

Michelle Beall
Payables and Corporate Operations Manager,
Nexion-Health Management, Inc.



How it Works

Our project team is engaged during your solution design to ensure a smooth and successful implementation project.

The CoreIntegrator team will work hand in hand with your project team and key contacts to implement and configure the solution to the specifications outlined in the Scope of Work document during the sales process.

Once the implementation team has successfully delivered your project to a “go live” status, our experienced support team will assist with any issues or general support question that may come up. Of course, your project manager and account manager will always be there to help support you.

We look forward to working with you and delivering the best possible experience through CoreIntegrator support and services for many years to come.

Customer Experience

Our support and services team is dedicated to making your experience with CoreIntegrator Solutions as positive as possible. Between our dedicated help desk support team, professional services team and development staff, we have a depth of talent and experience available and ready to help you when you need it most.



Maintenance & Support

For customers wanting the best overall experience, CoreIntegrator offers a Comprehensive Support Plan.



Comprehensive features include:

- All updates, new releases, application fixes and patches included
Note: professional service fees may apply
- All product-related calls to the CoreIntegrator Help Desk provided to customer key contacts at no charge
- CoreIntegrator product related trouble-shooting calls are no charge. For problems resulting from the customer environment or other non-product related issues, support fees may apply
- No charge key contact training after each version upgrade
- No charge for license deployment on new purchases
- Access to the online CoreIntegrator Knowledge Base
- Scheduled after-hours support available *Note: fees may apply*
- Priority support for critical issues



Professional Services

To ensure your project is planned properly and gets completed on time and on budget, CoreIntegrator offers a full line of Professional Services.

Professional Services Offered:

- Project Consulting Services
- Project Management
- Implementation Services
- Integration Services
- Solution Testing
- Solution Training
- Go Live Support



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