

# Customer Care



## Customer Experience

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

Once your project manager and implementation team have successfully delivered your project to a “go live” status, the team that assisted you through the testing process will now support you going forward on a day to day basis. Of course, your project manager and account managers are always there to help you, but it is our CoreIntegrator Help Desk Support team that will be your first line of contact for normal, every day issues or general help questions.

The first year of support begins on the day you go live with your first project and is renewed each year on that anniversary date.

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



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*We rely heavily on the CoreIntegrator support 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.*

## Comprehensive Support Plan

For customers wanting the best overall experience, the CoreIntegrator Comprehensive Support Plan is an all inclusive support option. Comprehensive features include:

- All updates, new releases, application fixes and patches included at no charge—professional service fees may apply.
- All product related calls to the CoreIntegrator Help Desk provided at no charge — key contacts only.
- Troubleshooting related calls are no charge for the first hour and will continue to be no charge if it is a CoreIntegrator related problem. For problems resulting from the customer environment, support fees may apply after the first hour.

## SUPPORT PLANS

- Training after each version upgrade
- No charge for license deployment on new purchases
- Access to the online CoreIntegrator Knowledgebase—coming soon.
- Scheduled after hour support available (fees may apply)
- Priority support for critical issues
- The Comprehensive plan is automatic for the first year.

## Customers without a Support Plan

- Customers are not required to have a support plan to use CoreIntegrator after the first year.
- Anyone that drops support and later wants to come back on a support plan will be charged retroactive to the last anniversary date to the most current anniversary date.
- Customers who do not have a support plan will not have access to any new releases, bug fixes or updates.
- A premium rate will also be charged for all support calls, including help desk related calls.
- In addition, after hour support calls are not available to those customers without an active support plan.

