

***Our Support technicians leverage skilled resources and advanced technology providing rapid response and resolution to any project or issue.***

## Professional Services (PS)

A well-structured Solution Implementation procedure aimed to ensure that your business gets what it needs in a timely cost-efficient manner. We engage and organize a PS system that begins with a planning stage that identifies the needs and creates an overview of the goals and deliverables of the project.

The next stage is to create the statement of work (SOW) outlining exactly the steps and procedures required to implement the solution that includes action items for all parties involved in the project.

Once in the implementation stage, there is continuous communication between the parties to ensure the SOW is followed and the tasks are being completed in a timely manner. Post implementation is the customer training stage where the entire operation of the solution is detailed and the appropriate personnel is given hands-on system training.

After all is done, a debriefing on how the total experience was for the customer and ideas shared to make it better.



## Standard Support

All hardware and software support contracts are managed between the hours of 8:30 AM to 8 PM EST. We employ a custom integrated ticketing system and knowledge base to report, track, resolve, and manage issues in a very efficient way throughout the entire resolution cycle. Our support technicians are certified with degrees and industry specific certifications. They can be consulted on how best to configure your system to meet your needs today and in the future.

## Premium Support

A step above our Standard Support package gives extra peace of mind which includes extended support hours, database and network assistance with aiding in the updating to new versions. The support team will assist in identifying any related computer or network failures. Assistance is a phone call, email or on-line chat away. Our highly trained and professional technicians can remote-in to your solution and work with you to resolve your issue.

Professional Services	Standard Software Support	Premium Software Support
<ul style="list-style-type: none"> <li>Site solution survey</li> <li>Statement of work creation</li> <li>Implementations leadership</li> <li>Solution documentation</li> <li>Commitment for Go-Live dates</li> <li>Managed project cycle time</li> <li>Post-implementation Debrief</li> </ul>	<ul style="list-style-type: none"> <li>Excellent Web-based Ticketing</li> <li>Fast, easy access to experts</li> <li>Integrated custom knowledge</li> <li>Access to latest updates</li> <li>Software life-cycle management</li> <li>Unlimited support contracts</li> </ul>	<ul style="list-style-type: none"> <li>Extra hours support</li> <li>Real-Time access</li> <li>Database and network support</li> <li>Maximize system uptime</li> <li>Improve your customer service</li> <li>Peace of Mind</li> </ul>

## Professional Services

### Solution Survey and SOW

- Solution outline details
- All pertinent options are presented
- Complete statement of work with all requirements
- ITC Systems deliverables outlined
- Customer deliverables outlined
- Resources planning for all parties

### Customer Kickoff Meeting

- Review Goals and Statement of Work objectives
- Project is defined and understood by all Stakeholders
- Define ITC Systems' and the customer's deliverables and tasks

### Planning

- Define business case for solution
- Identify credential technology
- Identify the user experience (i.e.) student focus
- Define server, workstation and network requirements
- Define user/operator processes and system interactions
- Realize potential development specifications
- Specify each party's role in implementation

### Implementation and Training

- Detailed execution plan managed by both teams
- Comprehensive install document
- Ongoing checklist outlines and details tasks outstanding and completions
- Project time line managed to critical path
- Regular updates throughout project
- Customer Training on solutions
- Training of Managers and Operators

## Standard Software Support

With your software license or hardware maintenance agreement you have access to all of ITC Systems' software or firmware updates to keep your system running optimally.

Our Support team leverages skilled resources and advanced technology to provide rapid response and resolution so you can maximize your business results and improve your customer's experience.

### Project Close

- Project Debrief
- Customer survey feedback on: Solution Implementation, on-going support, and continuous improvement
- Future opportunities

### Tools Used in Enterprise Planning

#### A Enterprise Implementation

Dedicated project manager and Team meetings  
Statement of Work and Project Plan Portal  
Expanded documentation  
Schedule Project Tasks

#### B Standard Implementation

Team member planning  
Additional documentation  
Statement of Work or Site Survey

#### C Basic Implementation

Support resources for planning  
Site Survey and Documentation

**R Responsible** - Individuals who do the work and are assigned the tasks

**A Accountable** - Approver responsible for the completion of tasks

**C Consulted** - Opinions are sought for two way communications

**I Informed** - Kept up to date on the progress of the project

## Premium Software Support

In addition to your standard software support plan, ITC Systems offers an extended hours software support for resolving critical system issues associated with netZcore and netZcore Purchase.

Help is simply a phone call away. Our highly trained, agile, and professional technicians can remote-in to your system and work with you to resolve your issue.

For more information, please contact [sales@itcsystems.com](mailto:sales@itcsystems.com)