



Solution Services & Support

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 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
Site solution survey	Excellent Web-based Ticketing	Extra hours support
Statement of work creation	Fast, easy access to experts	Real-Time access
Implementations leadership	Integrated custom knowledge	Database and network support
Solution documentation	Access to latest updates	Maximize system uptime
Commitment for Go-Live dates	Software life-cycle management	Improve your customer service
Post-implementation Debrief	Unlimited support contracts	Peace of Mind

Professional Services

Solution Survey and SOW

- Solution outline details
- All pertinent options 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

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

- Execution plan managed by both teams
- Comprehensive install document
- Ongoing checklist outlines tasks outstanding and completions
- Project timeline managed to critical path
- Regular updates throughout project
- Customer Training on solutions

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

Supportex 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.

LEARN MORE