

Visibility Software Customer Support Program

Visibility Software stands behind its products and recognizes the need for clients to have access to high caliber technical support as well as product upgrades. Our three-tier program allows you to get the most out of your software. Technical Support is available to help answer questions or troubleshoot problem areas. Our Consultants are on hand to ensure your staff is trained and you have the tools necessary to maximize your system. Our development team adds new features and enhancements to the software semi-annually, often based on client suggestion.

Benefits of Annual Customer Support Program

- Search our on-line knowledgebase 24 hours a day 7 days a week on topics related to your needs.
- Technical support assistance available via phone, email or web during business hours.
- Obtain access to updated documentation with each version released.
- Receive discounts on consulting services and custom programming
- Clients are encouraged to provide feedback regarding new features for which continues to make our products user friendly and robust in functionality.
- Attend free webinars on the latest features and functionality of the software
- Stay up-to-date with your software. New versions are released every 6 months and available for immediate download.

Client Feedback

“It is nice to know that when we send something to Tech Support that they will respond. My comments or concerns are being met with the quick response and continual updates.”

-Client Survey Response

Customer Support; More than just “Tech Support”



We are proud of our track record of assisting customers and regularly using client suggestions to improve our product. We understand the investment you have made and want to help you continue to realize the benefits of our software.