

More than just “Product Support”

Visibility Software stands behind its products and recognizes the need for clients to have access to high caliber software support as well as product upgrades. Our three-level program allows you to get the most out of your software:

- (1) Product Support is available to help answer questions or troubleshoot problem areas.
- (2) Our Consultants are on hand to ensure your staff is trained and you have the tools necessary to maximize your system.
- (3) Our development team adds new features and enhancements to the software semi-annually, often based on client suggestion.

Benefits of the Annual Software Support Program

▪ Information at your fingertips:

- Access our interactive “Help Central” tool which quickly provides information for setup and usage of the product. On-Demand training is available anytime, anywhere, to help with navigation, resources and software utilization best practices.
- 24 hours a day, 7 days a week you can search the On-Line Knowledgebase, submit new questions and review a history of all support assistance.

▪ Quality Support Representatives:

- **ACT** (Annual Configuration and Training call) with one of our certified product consultants. This call can be used to address system and training configuration needs and are pre-scheduled with an established agenda to ensure we help you optimize system operability.
- Provide online screen sharing to resolve your questions faster.

▪ On-going support to ensure our software grows with your company:

- Stay up-to-date with your software. Enhancement packages are typically released twice a year and available for immediate download.
- Clients are encouraged to provide feedback regarding new features which continues to make our products user friendly and robust in functionality.
- Receive discounts on consulting services, custom programming and the full class library of On-Demand training.
- Regular communication via Virtual User Groups and Newsletter

Client Feedback-

*“My first consulting call was **EXTREMELY** helpful and productive. If there had been a charge for these services I would not have been able to do it and I would have continued to struggle with finding what I needed. Thank you.”*

- *Engineering Services Client*

Our goal is to partner with you and help maximize the benefits of your software.