



# Enterprise Support Services

## FAQ

### What Can My Technical Account Manager (TAM) Do for Me?

Your primary point of contact for your solution, your TAM will have a deep technical knowledge of your solution and your business processes. TAMs will also leverage ImageTag resources company-wide to facilitate proactively addressing all of your KwikTag system needs.

Additional TAM roles include:

- Coordinating and performing your planned maintenance activities
- Conducting release previews
- Performing Quarterly proactive system reviews
- Creating Support cases on your behalf

### What if my TAM is not available when I need help?

Your TAM will keep you up to date on any scheduled absences and coordinate a backup TAM. Additionally, your account will be flagged for priority support - should an issue arise needing immediate attention our Support team is at the ready to quickly escalate your case to the first available TAM-level resource.

### What response time can I expect with ImageTag Enterprise Support Services (ESS)?

As an ESS customer, you will receive fast-track responses from ImageTag technical support with phone access in less than two minutes. Escalation to your ImageTag Technical Account Manager (TAM) or TAM-level resource will occur within 15 minutes.

When contacting your Technical Account Manager directly, your TAM will respond to email and voicemail within two business hours during normal business hours (M-F 6AM to 6PM MST)

### What does my ESS planned maintenance event cover?

The ESS quarterly planned maintenance is a maintenance activity that takes approximately 1-3 hours. The most common event is applying a maintenance release or other minor update to your KwikTag system. Other events could include assisting with installing KwikTag Connectors after an ERP upgrade (for example GP 2010 to GP 2013) or assisting with configuring KwikTag for a document repository move. Events do not include major system upgrades, complete system migrations, or in general other activities taking longer than 3 hours.

### How much notice do I need to give when scheduling an event?

In order to properly plan and execute the event, we usually require two weeks notice. Exceptions will be made for events to resolve critical system integrity, stability, or performance issues.



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## What happens if I don't use an event in any given quarter?

Events will roll over to the subsequent quarter, with a maximum of two events banked at any given time. For example, if you do not use an event in Q1, you will have two events available for Q2. If you do not use any events in Q2, you will still only have two available events for Q3 because you are at the maximum of two banked events.

## How does a release preview help me take advantage of new features?

Before a patch release, your TAM will coordinate a session that reviews and highlights new features and bug fixes that affect your KwikTag solution. Where appropriate, your TAM will use a replica of your production database to illustrate the features and fixes.

## What insight can I gain from a Quarterly Proactive System Review?

This is a remote session with your TAM or TAM-level resource where the system health and usage patterns are reviewed by examination of event logs and repository files (file types and volume). Based on the data gathered, recommendations may be made to improve efficiency of your system and the quality of your documents. Advanced custom monitoring tools also may be deployed on an as-needed basis.

### *ImageTag Standard and Enterprise Support Services*

	Standard	Enterprise (ESS)
Support via Email, Phone, Remote Screen Sharing M-F 6am-6pm MST	✓	✓
KwikTag Software Updates	✓	✓
Assigned Technical Account Manager (TAM)		✓
Evening or Weekend Planned Maintenance Event /QTR		✓
Release Previews		✓
Proactive System Reviews (Qtrly)		✓
10% Discount on KwikStuff Orders		✓