



Enterprise Support Services

Dedicated, Proactive Expertise

Data and documents are the lifeblood of your organization.

ImageTag Enterprise Support Services (ESS)

ensure that your KwikTag data and documents flow efficiently and reliably, whenever and wherever you need them. A premium service offering for select customers, **ESS** dedicates a senior ImageTag Technical Account Manager (TAM) to overseeing the health and efficiency of your KwikTag system.

Your ImageTag TAM is dedicated to understanding your business processes, your technical environment and having a deep knowledge of your KwikTag implementation. Your TAM's mission is to ensure that you and your organization have the most productive and positive experience possible with KwikTag.

Proactive Monitoring & Management

Besides dedicated, direct access to a dedicated TAM, ESS delivers proactive monitoring, advanced product exposure and reviews of your system to maximize uptime and optimize efficiency. ESS includes:

- Proactive system reviews (quarterly)
- Advanced appliance health monitoring
- One evening/weekend planned maintenance support event (quarterly – up to 3 hours)
- New release previews
- 10% discount on KwikStuff orders

Level Up!

- ✓ Direct access to a dedicated KwikTag Technical Account Manager (TAM)
- ✓ Proactive system reviews
- ✓ Appliance health monitoring
- ✓ New release previews
- ✓ ...and more!

ImageTag, Inc.

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