



# 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!

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