

Customer Support & Maintenance

Datasheet

Ingenuus Customer Support and Maintenance

- ◇ Software Updates
- ◇ Bug Fixes
- ◇ Email Support
- ◇ Phone Support
- ◇ Quarterly Briefings
- ◇ A Great Return on Investment

Our customers have spent a great deal of man-hours to define and document their processes. Further, they have spent even more time improving those processes. They acquired our software to automate those processes and gain control and visibility into their processes, tasks and projects. That control and visibility provides predictability to their cycle times.

Our customers sign up for annual Customer Support & Maintenance so that they can maximize uptime, reliability and problem resolution.

Why Customer Support & Maintenance

Customer Support & Maintenance serves several purposes:

It insures that our customer's copy of Ingenuus Software is upgraded with the latest features and upgrades.

It provides support for usage questions and to report any problems they might encounter.

It gives our customers peace of mind.

And, if that is not enough, Ingenuus makes sure that our customers continue to enjoy their remarkable return on investment.

Defining Customer Support & Maintenance

Bug fixes and upgrades free of charge, regardless of the new features available.

Email support and Phone support for no charge. This includes questions concerning use and configuration of the software.

Quarterly briefings that last approximately 4 hours. The agenda includes a product update, new application examples [i.e., process flows] and a training free-for-all.



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Professional Services Offerings

Ingenuus provides professional services for a fee.

Offerings include:

- ◇ Business process management
 - Process efficiency evaluation
 - Process analysis
 - Process optimization
 - Automation strategies & tactics
 - Process flow configurations
 - Rule Scripting
- ◇ Integrations:
 - Flat file imports & exports
 - Enterprise application integration
- ◇ Installation
 - Test/training environment
 - Production environment
 - Remote server setup
- ◇ Reports
 - Custom
 - Process metrics
 - Dashboards
- ◇ Training
 - Administration
 - Flow Designer
 - Train the Trainer
 - End User

Requirements Overview

- ◇ MS Windows Server
- ◇ Hardware - Dual CPU
- ◇ Microsoft SQL Server



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