

Client Care Model

professional services and support

Challenges for IT staff and business owners of all technology products

More and more, business owners and IT staff are tasked with learning, supporting and understanding numerous operating systems, applications and technologies in an ever changing business environment. One small change in any piece of infrastructure or technology can drastically and negatively impact the function of mission-critical production systems.

Because Intellinetics understands that our software is a key functioning component of your technology landscape, our client care model ensures that the support of your solution meets the requirements of any mission-critical application.

Our added value approach in supporting clients

Intellinetics believes that we must understand how our clients have implemented our solution and, just as critical, the business process and technology landscape that surrounds the use of our product. That is why, during installation, we document the specifics of your network infrastructure, operating systems, hardware/storage components, related external applications, configuration specifics, and most importantly, your business processes. With this in mind, we create a visual summary of your system architecture, which is available to all appropriate parties within Intellinetics that implement and support your solution.

This is standard operating procedure for all implementations, and ensures that support requests are satisfied faster, because all the details of your environment are meticulously documented before you call. This helps us easily pinpoint issues that may be occurring within your Intellinetics solution—and understand when a component or environmental element outside of your Intellinetics solution is creating an issue.

Client care model components

Support hours

All clients currently enrolled in an Intellinetics yearly support and maintenance agreement are entitled to standard support coverage from 8:00 AM to 5:00 PM Eastern Time, Monday through Friday, excluding standard holidays. Other custom support options are available as needed, with up to 24-hour support 7 days per week.

Software point releases

Software point releases are available to clients for installation to provide minor fixes. More importantly, we listen to the needs of our clients and certain enhancements to our solutions are driven by client requests.

Client advocacy

Your Account Manager is a dedicated Intellinetics resource focused on one thing: your complete satisfaction. Reporting directly to the Intellinetics president, your Account Manager works closely with the manager of Intellinetics Client Service and has future product roadmap responsibilities. The primary directive of the Account Manager is to ensure that your voice is heard from multiple perspectives, such as:

- Gathering constant feedback on support issues and resolution timeframes
- Describing preferences/directions for product point releases and future versions
- Getting feedback on product pricing, return on investment and business impact
- Documenting descriptions of short and long term goals for your business objectives
- Providing plans to achieve or implement new business processes
- Having open and honest dialogue for what worked, what didn't—and why—for every project or implementation.

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