contourcares
helping you succeed. virtually.

In today's fast-paced business environment, your computing needs are so critical that even a minute of downtime could cost you thousands of dollars.

PREMIUM SUPPORT 365
AT A GLANCE

Premium Support 365 offers dedicated onsite support personnel who learn your business and become a local extension of your team. Your onsite resources provide a personal face and leverage all of Contour's systems and senior staff.

» **24/7/365 issue management, resolution, escalation**

» **Experienced and certified US-based technicians**

» **Online + onsite support leveraging remote access tools, simple-to-use web-based interface**

» **Senior account management team to support reporting and business needs**

» **Flexible service model to engage our team your way**

» **Automated email integration + notifications provide regular status reporting, communication**

SUPPORT 365

Why stress about 24x7x365 help when you can call us? Contour Cares Help Desk offers remote and onsite services in a flexible model to meet your needs. Our local team provides a cost-effective way to bring professional and efficient support to your organization 24x7x365. We deliver all levels of support, from Tier 1 call handling up to certified senior engineers.

Uptime means happier employees and customers. Receive on-call, immediate support for your end users without overburdening your team or budget. Lowered costs, lowered stress, with full support… that's what we're here for. Contour can even personalize and brand the interface to improve the overall user experience.

CONTOUR CARES TIERS

Performance Tracking / Reporting
A monthly management report to review the request status and service support delivery. Report metrics will be tailored for the client and documented as part of the finalized standard operating procedures.

Tier 1 Support Services:
Issue logging, troubleshooting, email and phone-based issue resolution provided for any problem reported from the first contact with the end users. Our staff specializes in desktop software, remote user connectivity, password administration, desktop hardware, and virus related issues.

Tier 2 Support Services:
Our Tier 1 solves most end users issues. When the second level of escalation is needed, our Tier 2 team, comprised of senior engineers and subject matter experts, will provide assistance. Strong, strategic relationships with manufacturers provide additional resources to resolve issues.

27/7/365 US Based Support

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