



## Customer Care

### Who Cares?

Who cares whether you're getting the most from your technology investment? At ImageSoft, we do! That's why we offer a skilled and knowledgeable Customer Care team to ensure unsurpassed technical ability to resolve technology issues swiftly and expertly. We have a proven track record in successfully supporting solutions for organizations of all sizes, across a variety of corporate, government and healthcare sectors. We're also able to handle a high percentage of technical support issues remotely using advanced, secure connectivity tools that allow us to virtually connect to any PC or server.

### You're Covered With Customer Care.

Customer Care provides extended support for your OnBase solution and all other ImageSoft-deployed or ImageSoft-certified solutions. Working closely with your certified system administrator and product vendors, Customer Care offers an extra measure of support so that all issues are effectively corrected in the shortest possible time.

Equally important, Customer Care covers upgrades to your solution at no extra cost, including – whenever possible – parallel upgrades to avoid disrupting your workplace environment. We'll assist, step by step, in transitioning you to the latest version of your solution to ensure that you're deriving maximum benefit to help leverage your technology investment.

### Connect with Customer Care:

Monday - Friday  
8:00 a.m. - 9:00 p.m.  
Excluding U.S. Holidays

There are three easy ways to connect with Customer Care. Take your pick!

**Email Support Requests to:**  
support@imagesoftinc.com

**Log On to Our Customer Portal:**  
<https://support.imagesoftinc.com>

*Here you can submit an issue, track action on open issues or view the history of resolved issues.*

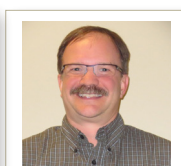
**Call Us:**  
(248) 948-8100, option 2

*For critical issues, phone is the best option.*

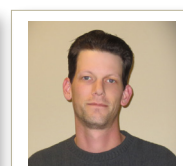
### Meet Our Team



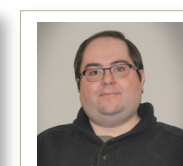
Director of Customer Care  
Tom Hansel



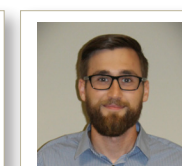
Customer Care Team Lead  
Steve Michelin



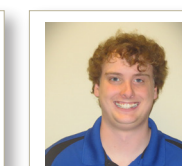
Customer Care Team Lead  
Chuck Taylor, Jr.



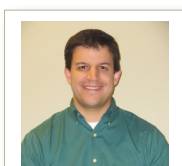
Senior Support Engineer  
Jared Bellow



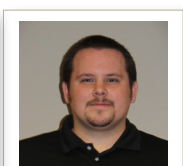
Senior Support Engineer  
Phil Shoemaker



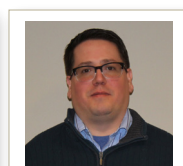
Senior Support Engineer  
Patrick Dreyer



Support Engineer  
Doug Bracher



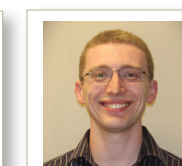
Support Engineer  
Nick Houston



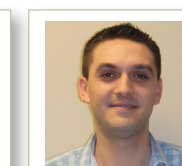
Support Engineer  
Steve Lucido



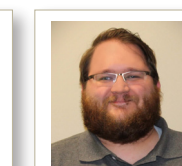
Support Engineer  
David Officer



Support Engineer  
Kurt Wieber



Support Engineer  
Julian Vataj



Solution Health Specialist  
Michael Hornsby

## What You Can Expect From Customer Care

### Software Maintenance

This covers troubleshooting issues, general assistance and advice. Download information is provided for upgrades and enhancements.

### Hardware Maintenance

Some factory warranties only cover 90 days. But ImageSoft will typically extend this warranty to ensure at least 12 months of coverage. Maintenance is renewable on an annual basis.

### Unlimited Telephone Support

During normal business hours, our Customer Care team will assist with isolating, identifying and resolving issues with your solution, regardless of the component they are related to.

### Solution Upgrade Assistance

This includes planning and remote technical services. (Customers are responsible for testing and backup prior to an upgrade.) If pre-scheduled, production upgrade assistance is also available after hours, 24x7 at no additional cost.

### Solution Upgrade Assurance

ImageSoft will ensure that any supported configuration, integration or custom development will continue to work in future versions of software products that are covered by software maintenance.

### Configuration Support

ImageSoft will correct issues with software configuration as provided by ImageSoft.

### Custom Solutions Support

ImageSoft will correct issues and fix bugs in any custom software developed by ImageSoft.

### Monitoring Tools Package

ImageSoft has created multiple monitoring tools that are available for

free to all Customer Care Members. Some of the tools included are: Memory Monitor, Workflow Queue Monitor, Service State Monitor, and Document Import Processor Monitor.

### Access to Professional Services

If a complex issue occurs, Customer Care provides the added assurance and knowledge of our Professional Services team and other development staff. We'll engage other highly skilled individuals – those best suited to your particular issue – to supplement the work of the Customer Care Support Engineer to quickly unearth and resolve the problem.

### Advanced Architecture and Planning Assistance

Achieving additional ROI by expanding your solution is an important component of the systems that ImageSoft deploys. It is important that the expansion be undertaken with an overall architecture plan and disaster recovery in mind. Customer Care clients receive architecture assistance at no added cost.

### Priority Queue Calling

When you call into our support line, we'll identify your number and prioritize you above other calls. This allows you to connect to our Customer Care team and start resolving your issue faster.

### Solution Health Check

ImageSoft will perform upon request a Solution Health Check to ensure your solution is being optimized to its potential. Our dedicated Solution Health Specialist reviews your solution in accordance with established procedures and standards and provides you a report which summarizes the results and any action items identified.

## From Our Customers

“Your support system is the best I've ever encountered. Don't change anything!”

“Your engineer was able to diagnose the issue and provide an immediate resolution. Another win, win!”

“I was impressed with the service, and the answers provided were clear, concise and helpful. Thank you for creating a great support team.”

“We encountered a tricky situation that was resolved because of the experience and thoroughness of the ImageSoft Customer Care staff.”

“I'm so happy that I get to work with your dedicated and professional staff.”