

Customer Care

Who Cares? People. Like Us.

There's a reason we don't merely call ourselves "technical support." First off, that's a boring label and we are not boring.

But, at the end of the day, that's technically not even what we do (pun intended). Sure, by job description, our upgrade team, tech support engineers, and solution health specialists are here to ensure and support the wellness of solutions across a variety of corporate, government and healthcare sectors. Think of us as an extension of your OnBase administrative team.

But behind those titles and computers sit real people who are caring for other real people working with that solution. And that's what we care about – you, our customer, succeeding in all your paperless endeavors.

How We Care

The same way you care for others – with laughter, lunches and lots of communication. We'll have an initial phone chat to introduce our team, fill you in on all the continuing support benefits available to you as an i3 Verticals customer, and exchange all the various ways you can contact us. Because after that call, we're here for you 24x7*. So go ahead and ping us on Teams – no need to be so formal.

On the topic of staying in touch, be sure to check out our customer portal. Strategically built from the ground up, this platform has been customized to the needs and wants communicated by our clients. Just like people, our customer portal is constantly evolving, so rest assured any feedback you give us is heard and valued.

You'll also make friends with our solution health specialist, who regularly reaches out to our clients and ensures your solution is alive and well. Because we'd rather bug you once in a while than have your solution bugged out.

*24x7 support does require additional support fees.

We'll Be There For You

When it's not a joke, your solution is broke, and your productivity is DOA.

We've got your back. Looping in your certified system administrator and product vendors, customer care offers extra measures of support for your i3 Verticals-deployed and/or certified solutions to ensure all issues are addressed and cured in no time at all.

And to make sure you're consistently maximizing the most out of your technology investment, customer care will assist you in upgrading your solution to the latest version at no extra cost to you.

That's just one of many supportive services you'll receive courtesy of your friends in customer care.

Connect with Customer Care

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

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

Log On to Our Customer Portal

<https://portal.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 best.

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 we will typically extend this warranty to ensure at least 12 months of coverage. Maintenance is renewable annually.

Unlimited Telephone Support

During normal business hours, our Customer Care team assists 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

We 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

We will correct issues with software configuration as provided by i3 Verticals.

Custom Solutions Support

We will correct issues and fix bugs in any custom software developed by i3 Verticals.

Monitoring Tools Package

i3 Verticals has created multiple monitoring tools that are available for free to all Customer Care Members. Some of the

tools include: 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 we deploy. 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

We will perform, upon request, a Solution Health Check to ensure your solution is being optimized. 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 Customer Care staff.”

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