

Maintenance Plus provides a total solution ensuring you and your users are continually up and running and have the most current releases.

Software Upgrades

With IssueTrak's Software Upgrades benefits, there's no need to budget for new software releases, as they're already included.

- ✓ All updates and upgrades
- ✓ All major new releases
- ✓ Ability to expand your user licenses and modules

Dedicated Quick Response Team

Even the most complicated issues are quickly resolved. Our Quick Response Team, a group of IssueTrak developers, provides additional assistance and expertise when needed.

- ✓ Technical staff focused on bug identification and resolution
- ✓ Resolves complex code-related support issues
- ✓ Creates ongoing hot fixes between version releases

Access to Professional Services

IssueTrak's Professional Services Team provides a variety of services to assist customers in maximizing the potential of their IssueTrak system.

- ✓ Advice from our product specialists on current or future usage of IssueTrak
- ✓ Eligible to purchase configuration assistance and customized training sessions
- ✓ Services available on-site or via dedicated remote session

Technical Support

When you call IssueTrak, our award-winning Technical Support Team understands your problem and works quickly to resolve your issue. These experienced technical experts, based in Virginia, maintain an impressive track record: our customer satisfaction survey results are consistently over 93%.

✓ Telephone

Unlimited phone assistance M-F, 7am-8pm (ET/GMT-5)

✓ Email

Unlimited email assistance to resolve issues

✓ Web

Submit your assistance request through IssueTrak.com

✓ Support Site

Unlimited access to the IssueTrak Support Site. Use it when you want, where you want.

✓ Knowledge Base

Self-service via our online Knowledgebase. Find answers quickly and feel empowered by solving the issue on your own.

✓ Live Chat

Chat online with a live Support Technician (through our Support Site)

✓ Remote Assistance

With your permission, our technicians will log onto your system and work on the problem with you!

✓ Emergency Assistance after hours

Your business doesn't have to suffer if something happens after hours!

// I am extremely impressed with the quality and responsiveness of your Support Staff! Each time I have called, I not only do I actually get someone right away, but I don't have to wait for the right answer. There is no hesitation! //

Daniel Yarian
Alliance County Hospital