

The Issuetrak Professional Services team gives you access to resources that can help with configuration, training, usage consultations, and data services assistance. The Service Catalog listed below explains some of the services the team provides and cost. These services are not covered under your Maintenance Plus or Hosted agreement with Issuetrak. To discuss any of these services, please contact your Sales Engineer or contact Professional Services at 757-213-1350 for additional information.

training

The Professional Services team offers two training options for your staff and users. Our trainers work directly with your staff to understand your business needs and teach your users how to configure and use Issuetrak.

on-site

\$1,300/Day

On-Site services offer the most comprehensive training from our team. While on site our trainers can discuss site configuration, consult you on usage, and provide training to ensure you have the most effective setup of Issuetrak. Our trainers can provide User or Administrator training sessions, and meet with management to be certain your system meets the goals of your company.

Existing customers can also use this service to utilize in-depth consulting, train new employees, expand usage across departments, and optimize their current setup. All travel expenses are the responsibility of the customer.

jumpstart

\$600/4 hours

This web based training provides you and your administrators with a guided tour through Issuetrak. Conducted in two, two hour sessions, our trainers will explain the features and settings in Issuetrak and assist you in configuring the site as they train you. They focus their presentations around your individual business need and are flexible enough to divert from their planned training session to answer questions or provide examples to you during the training. The sessions are normally conducted by web meeting, but can be conducted at our offices in Virginia Beach or as part of an On-Site engagement.



consulting

The Professional Services team is often asked to conduct consultations to discuss Issuetrak and its relation to the customers business. Whether we discuss expansion, features, or usage, we allow you to tap into the knowledge and experience our team has to offer to make your experience with Issuetrak better.

The Issuetrak API is available to allow you to integrate Issuetrak with other systems, but requires programming resources not provided by Issuetrak. To assist, we offer consultations with a Developer to provide assistance as your resource programs the interface.

tune up

\$300/2 hours

Designed to help existing customers ensure they are getting the most out of Issuetrak. Potential topics for this remote session include: review of current setup, unutilized features, introducing Issuetrak to new Administrators, and discussing new business goals or needs.

consulting hours

\$150/hour

Web-based consulting allows customers to engage the Professional Services Team and draw from their experience and product knowledge. Discuss in depth configuration issues, assist with implementing process management, train users, learn about additional features or discuss any topic of interest as it relates to Issuetrak usage.

api assistance

\$150/hour

Customers who want to use the Issuetrak API to integrate Issuetrak with other systems may require assistance from our developers to program and set up the API. Our resources will help you understand how to program to the API and how the Issuetrak database works.



data services

This is a list of our additional Support Services not covered by Maintenance Plus.

data imports

\$150/hour

Customers may request certain data to be imported into their Issuetrak site. Our Professional Services Team will determine the feasibility of the import, consult in data mapping, perform the data import, and validate the data after the import is complete. Imports may include:

- **Standard data imports** – This includes basic structural tables such as Organizations, Departments, Locations, Users, and limited non-PC Assets. Appropriate spreadsheets can be found in [Knowledge Base Article #12](#).
- **Non-Standard data imports** – This includes more complex table structures such as Knowledge Base Articles, Issue Types/Sub Types, and other miscellaneous data where no template exists for the import.
- **Issue imports** – From an existing system into a new Issuetrak site.

data modification

\$150/hour

Customers may request assistance in modifying data in their Issuetrak site. Based on feasibility, this may include modifying the data on the back-end for a cloud customer or providing an on-premises customer with a script to complete the request.

scheduled cloud backups

\$150/setup & \$25/\$50 Monthly

Cloud customers may request a copy of their Issuetrak database to be provided to them on a schedule. There is a one-time setup fee (\$150) for creating the process and an additional monthly recurring fee to cover the transfer/storage of the backup files. Monthly backups (1 per month) are \$25 per month. Weekly backups (4-5 per month) are \$50 per month.

cloud customer domain ssl site

\$150/setup

Cloud customers may request their Issuetrak site use their own domain with an SSL certificate. Customers must provide the SSL certificate for that URL to our Cloud Team. This process will need to be repeated whenever the certificate is renewed. Customers are responsible for renewing the SSL certificate prior to it expiring.

cloud customer service modifications

\$150/setup

Cloud customers may request the time/frequency of their Issuetrak services be changed from the default. Services include Outgoing Email (5 min), Escalation Rules (15 min), Recurring Issues (4am EST), Incoming Email (10 min), and Scheduled Reports (5am EST).

