

Quality 5 | services

customer support

optimize your
business results
with our full service
support

Every investment needs a return, and the investment you make in a sophisticated enterprise learning solution is no different.

Management is increasingly focused on the financial impact technology creates, including the initial required investment, the hard dollar savings that can be realized, the acceptance and use in daily business practices and how quickly these can be achieved. Your task is to maximize the return on investment. OneTouch™ Services can help you.

OneTouch Quality 5

OneTouch Services includes three different programs to help customers at each stage of growth:

Professional Services

OneTouch offers a wide range of offerings, from project management to studio design services

Customer Education

OneTouch leads classes that cover the implementation, use, and maintenance of the OneTouch solution

Customer Support

OneTouch offers five different levels of technical support to fit the needs of each customer.

Proactive Customer Support Solutions

The OneTouch Customer Support Team has the experience and resources to provide a total product support solution to our valued customers.

At OneTouch, we consider our customers' complete success our number one priority. This means we understand that our success is tied to how fast a solution goes live, maximizing overall uptime and doing so in Month 1 as well as Month 48.

We understand the successful implementation of an e-Learning solution marks the beginning, not the end, of our relationship with a customer. Our expert staff is dedicated to helping you maximize the potential of your e-Learning network investment through a comprehensive range of support, technical and educational services that add value everyday, whether or not you ever have an equipment issue.

Comprehensive Customer Support Offerings

There are multiple aspects to our various support offerings, each designed to meet your requirements with the appropriate solution, and delivered in the best manner and tailored to meet the specific needs of your company.

These offerings include access to the leading experts and systems engineers, complete support for software upgrades and updates and even the ability to have an assigned member of our staff to focus on your needs and your overall e-Learning solution.

When it comes to advanced e-Learning networks, individual customer needs can vary significantly. That's why OneTouch provides a choice of support programs that customers can employ to meet specific operational requirements. ▶

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 > multiple needs. **one solution.**

OneTouch has five distinct programs tailored to meet your needs.

	Bronze	Silver	Silver +	Gold	Platinum Mission Critical
• e-Service	■	■	■	■	■
• e-mail support	■	■	■	■	■
• Respond time	48 hrs	live	live	live	live
• Phone support business hours		■	■	■	■
• SW updates		■	■	■	■
• SW patches		■	■	■	■
• SW upgrades		■	■	■	■
• 24x7 support (pager)			■	■	■
• Technical assessment				■	■
• Quarterly On site support (optional FE)				■	■
• Customer reporting				■	■
• Point of contact				■	■
• SW installation and updates (optional FE)				■	■
• Host and encoder advance replacement				■	■
• Full time on site support					■
• SLA commitment					■
• Full server end maintenance					■
• Total emergency response planning					■
• Quarterly on-site SLA review					■

Select from five levels of Customer Support Service offerings.

Leveraging Years of Technical Know-How, Customer Interaction and the Right Support Labs

OneTouch Support offers a valuable suite of programs that play a critical role in overcoming technical issues and troubleshooting your network. We've designed our support programs to best meet your needs, our expertise includes:

Industry-leading Systems and Field Engineering Staff

Our Systems and Field Engineers are highly qualified in the integration of OneTouch e-Learning systems and skillful in prompt troubleshooting of complex technical problems. Taking ownership of each case, Field Engineers are available to team with you to resolve technical issues of any level of complexity. OneTouch conducts an ongoing training program to ensure that our engineers maintain technology skills required to be successful in today's IT environment.

Dedicated Technical Lab Facilities

OneTouch Support maintains its own dedicated professional test lab to ensure the accuracy of technical support and to better understand customer problems by emulating technical issues they encounter. In the lab, one will find virtually any customer's hardware environment, as well as all of the most recent software releases OneTouch has produced. ■

Visit the OneTouch Web site at www.onetouch.com

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