

Support Services

Kiriworks Support Services is the ideal choice for companies looking to maximize the investment in their solution.

Increased contact with the Kiriworks Customer Care Team provides your team with the opportunity to master new topics, get another set of eyes on important challenges, and find solutions quickly. Our dedicated support team will continue to resolve issues, but with greater responsiveness and at a higher priority. We will also periodically evaluate your system health and provide the training and tools your team needs to follow best practices and keep your system running predictably.

Being proactive with a Support Services package is a predictable expense designed to minimize risk and reduce any potential downtime of your mission-critical software.

Problems Solved:

- A predictable expense – Control IT costs
- Embrace collaboration with Kiriworks
- Implement strategic changes faster and easier
- Encourages guided discussion opportunities
- Learn from our trained, certified, and experienced team
- Faster resolution means efficiency
- Maximizes your OnBase investment
- Maximizes your staff's time



FASTER SLA

4 hour email/1 hour phone



PHONE SUPPORT/REMOTE SESSIONS

No Charge



INITIAL TROUBLESHOOTING

of customizations included



AFTERHOURS WORK

at standard Professional Services Rate



ANNUAL HEALTH CHECKS



**NO BARRIER TO GETTING UNLIMITED
SUPPORT WHEN YOU NEED IT**

Milwaukee / Cleveland / St. Louis / Chicago
1-800-242-1777 / kiriworks.com

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