

Devesys

Case Tracking and Reporting Systems



Devesys Customer Service Guidelines

When You Purchase...

...TrakEnterprise® or TrakWeb™

Devesys Provides These Services:

- Configuration of Drop Down Lists and Field Labels
- Remote Installation and Technical Assistance
- Online Training Session for All Users
- User Guides
- Free Software Maintenance Agreement for One Year

Software Maintenance Agreement Includes:

- Unlimited Technical Support
- Priority Response
- Live Phone and Email Support M–F, 9–5 CT
- Problem-Solving via Web-Conferencing
- Free Bug Fixes and Maintenance Upgrades
- Flat Fee, Predictable Annual Budgeting for Technical Support

Optional Services:

- On-Site Training
- Data Import From Helpline Services
- Data Migration From Existing Sources
- Links to Other Databases, Such As HR
- Custom Modifications

