

CUSTOMER SATISFACTION

ProServe Solutions has a 95% customer satisfaction approval rating.

CUSTOMER QUOTES:

"I received especially good customer service"

Kathy Collins
Systems Administrator
Chamberlin Rubber Co.

"Your response and support is excellent"

Jacky Smith
Operations Manager
Willow Group Ltd.

"I love every part of your service"

Flo Carozzolo
North Tonawanda

"Our experience with ProServe has been nothing but TOP QUALITY SERVICE, their quick response when we had a business critical problem was unbelievable."

Bernadette Szymanski
Controller, FPPF

For more information on any of our products or services please visit us on the Web at:
www.proserve-solutions.com

Support Programs

At ProServe Solutions customer support is our number one priority! We provide phone support and onsite support to help ensure the continuity of our customers' applications and systems. When you call ProServe you are ensured of receiving experienced and knowledgeable assistance the first time. We are continuously looking for ways to improve our responsiveness and we have recently invested into technology to track customer call response times and call history.



Basic Hotline Support:

*Unlimited Phone Support & Troubleshooting
Provided 8:30 am – 5:00 pm Monday thru Friday.*

Includes:

- Error code assistance
- Procedural questions answered
- Bug reporting on your behalf to development
- WindX / client support
- Help with hung registers, hung sessions, ERP printers
- Software incremental patch installation assistance

Infrastructure Add On:

- Virus Protection
- General PC Troubleshooting
- Connectivity
- Internet Gateway
- SMB / email server

Premium Hotline Support:

*Unlimited Phone Support & Troubleshooting
Provided 8:00am – 8:00pm - Monday thru Saturday.*

Includes:

- Error code assistance
- Procedural questions answered
- Bug reporting on your behalf to development
- WindX / client support
- Help with hung registers, hung sessions, ERP printers
- Software incremental patch installation assistance
- Semi – Annual Modifications Review
- Hardware support
- Site Review, Analysis, and Reporting

Infrastructure Add On:

- Virus Protection
- General PC Troubleshooting
- Connectivity
- Internet Gateway
- SMB / email server
- Proactive diagnosis (hardware/systems/ log events/ CPU/ memory/ DSC / Registry Cleanup/ Security Analysis.
- Asset Management
- Disaster Recovery

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YOUR INFORMATION TECHNOLOGY PARTNER
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