

The Benefits of Annual Maintenance & Support



Our White Glove Customer Care...

FileOnQ™ provides long-term value with our annual maintenance and support services. We believe that protecting your investment is an important part of your business strategy.

When a support need arises, FileOnQ™ will provide the highest level of support possible. Our goal is to provide personal customer care along with the latest support technologies. This ensures that we provide our users with the lowest cost of ownership combined with the highest level of productivity.

Customer Value

Our customers find their annual maintenance and support provides value that far exceeds the annual renewal fee. They continually express appreciation and **praise** for the outstanding support that FileOnQ™ provides. We will support all your future needs with on-going training, technical support, and professional services. Our commitment is for our customers to enjoy long-term satisfaction and improved personal and organizational productivity.

Customer “Quotes”

"We are so impressed with the software, training and customer support that FileOnQ has given us... Totally awesome!"

Evidence Tech, Lori Bristow - Ontario PD, CA

"The prompt responses to my many requests and inquiries proved very valuable in providing useful information that saved us time and effort of our handling of evidence to court."

Support Service Manager, Tammy Bernardi - Lakewood Police Department, CO

"Once again I would like to thank the entire staff at FileOnQ for the three years of on the spot support and for making this enormous task to move possible."

Evidence Supervisor, Darrell Allen - San Antonio PD, TX

What's Included...

- Free - In-version upgrades
- Free - Telephone & Email support
- Free - Hardware support and loaners
- Free - Scheduled training via webinar
- Free - Link to online support within the application
- Free - Personal refresher training via web conference
- Free - Access to our website with training tutorials
- Free - Online Customer Resource (Training videos, FAQs, documentation, ticketing, profile management and more.)

Our Commitment

At FileOnQ™ we are **committed to our customers' complete satisfaction** -- from the time the system is implemented to long into the future. We invest substantial time and money each year to enhance and improve our products and take into consideration the recommendations of our users when developing system enhancements. The staff at FileOnQ use their broad expertise to help you get the most out of your investment through ongoing training, software upgrades, and technical support.