



Support and Services Engagement

Quick Reference Guide – North America

Equitrac Support Services	
How to Contact	Toll free at 1 (877) 378-4872 or by e-mail at support@equitrac.com
Hours of Operation	Monday to Friday - 8 AM to 5 PM Local Standard Time – Excludes Atlantic, Alaska and Hawaii Closed on Christmas Day, New Years Day and Labor Day
Support to include	Help desk Support, minor product releases, updates and service packs are included for all customers under an active maintenance contract.
Support Model	Remote telephone and secure remote access application support. On-site support is provided for Equitrac hardware as dispatched by Equitrac central support.
Service Request Prioritization	P1 – System/Application Down P2 – Error Condition/Non Critical Situation P3 – General Inquiry or minor application issue
Support Service Level Objectives	Initial Support Engagement - P1 – Immediate Engagement P2 – Engagement within 4 hours P3 – Engagement within 1 Business Day SR dispatched to Field Technician – P1 contact customer within 45 minutes of field dispatch to schedule onsite, P2/P3 90 minute customer contact
How to Escalate a Customer Support Issue	Send an Email to: support@Equitrac.com or contact one of the following: Manager of Support, Frank Kekstetter at (877) 378-4872 (x 2244) Manager of Support, Darrel Macdonald at (877) 378-4872 (x 2302) Director of Central Support, Dave Reichart at (877) 378-4872 (x 2243) Director of Field Service Support, John Mataluni at (404) 875-6124 (x 2030)
Information To Assist in Reducing Resolution Timeframe	Providing the following information when opening a Service Request will speed the resolution process. <ul style="list-style-type: none"> ✍ Product Name and Version Number ✍ Operating System and Version ✍ For hardware issues the Serial Number of the device, located on the rear or bottom of the device ✍ When did the problem begin and has anything changed in the environment when the problem began ✍ Steps taken to resolve the issue



Partner