Customer Support & Software Maintenance

At Mcm**tech**, we know that before your operation can run at maximum operational efficiency, your application must be running at maximum operational efficiency. That's why we provide our customers with unmatched customer and technical support. From simply making sure your application is up to date and running error free, to full blown project assistance and consultation, we don't just support your application, we support your entire operation. Our support department will empower you with the knowledge that comes from over two decades of experience in the industry. Below are some of the services provided the Mcm**tech** Support Desk:

Technical Support

Email Support
The most efficient method for submitting a request for support is to contact the Mcm**tech** support team by email - **support@mcmtechnology.com**. Our support team provides guidance on the use of Mcm**tech**'s applications and associated functionality, as well as technical assistance. By contacting our team via email, all members of support will receive a copy of the email and the request can be routed to the next available and most appropriate support representative based on the type of request.

Toll Free Support
A toll-free number provides guidance on the use of Mcm**tech** applications and associated functionality, as well as technical assistance. Mcm**tech** Support Line – **(877) 626-6157**.

24/7 Online Customer Portal Access
Customers can create their own username and password to the Customer Support Portal on our website (**www.mcmtechnology.com/support**). This portal gives users 24/7 access to training manuals, tips & tutorials, and product documentation, webinars, and short topic-based training videos.

Automated Support Ticket System
Mcm**tech**'s support staff logs all calls in a database to categorize issues and ideas that customers bring to light. The support database has escalation features based on the situation severity. Mcm**tech** support staff continuously monitors this database to identify troubled-spots and review customer input for new tools and functionality. The input gained from this is then openly discussed and, if approved, included as part of our annual update process.

track

manage

maintain

New Customer Support Transition

After a new customer implementation is complete, the Mcm**tech** project team members are directly available for support needs. New customers will interface with their familiar project team members while they adjust their business to the Mcm**tech** solution. This transition period is typically between 1-4 weeks and is designed to help smooth the learning curve. Mcm**tech** Customer Success Manager will then ensure the customer is then introduced to the Customer Support team who will be assisting them moving forward.

Application Maintenance

Annual Version Updates

Once a year, Mcm**tech** provides application updates that include new features which have been developed based on customer input. These enhancements are designed by Mcm**tech**'s Development Team with direction from the Engineering staff. Previous enhancement examples include:

- New Application Utilities
- Increased Reporting Capabilities
- User Interface Enhancements
- Work Flow Improvements and Features
- Increased Application Performance

Patches & Fixes

These Application Software changes address issues found by users, Mcm**tech** Engineers, and Mcm**tech** Quality Control. Any software change that is needed to address a Severity One situation is issued immediately.

Webinars

Mcm**tech** provides a webinar review of new features and products to ensure that clients are up to date on all the latest enhancements and how they can utilize them within their organization. These webinars are made available to view on the Customer Support Portal.

New Version Upgrades

Maintenance customers are offered incentives on future full version upgrades.

Solution Hosting

On-Premise

For customers who have implemented an Mcm**tech** solution on their local network and purchased a perpetual software license, the Client's I/T is responsible for providing all hosting hardware and software, including but not limited to the following: server, OS licensing, SQL licensing, and providing connectivity to users on the network.

As part of our Support & Maintenance contract, Mcm**tech**'s support staff will assist our client's I/T staff, as needed, with the installation and/or relocation of the application files and Mcm**tech** SQL database instance as new servers, operating system, and software upgrades are implemented.

Hosted Solutions

With all subscription or SaaS offerings, Mcm**tech** will provide the following hosting services to house the Mcm**tech** Solution at our third-party hosting facility and the costs for these services are included in the annual hosting fees:

- Server Hardware
- Operating System Licensing
- SQL Licensing
- Terminal Services Licensing
- Citrix Licensing
- Database & Application Back-Up
- Hosting Hardware / Software Maintenance
- Connectivity & Redundancy Services

The hosting service provided through Mcm**tech** offers 3 9s of availability (99.9%).