NetDimensions®

NetDimensions Support

Delivering the Support Your Business Needs

Managing a global learning solution in your organization can be challenging with all types of issues that may come up at any time from various regions around the world.

Through an expert team of technical support specialists that work around the clock, NetDimensions is able to provide 24-hour helpdesk support to its clients across the globe. NetDimensions' Support Team will answer your technical questions or offer solutions that will quickly address the challenges that you will face and enable you to effectively and efficiently manage learning in your organization.

NetDimensions Support Packages

Choose from any of two NetDimensions support packages – Standard or Premium – that best suits your business needs.

Standard Support Features

- Your dedicated account manager looks after your overall support needs and liaises with you over projects, issue escalation and requests.
- You can call our 24x7 emergency hotlines to report your issue and this will be escalated appropriately for a prompt response.
- Issue Management via web-based support channels
  - E-mail our support team at support@netdimensions.com.
  - Report your issues and questions through our case management system (Test Track Pro).

Premium Support Features

- Go for Premium Support if you need more personal support channels to discuss and escalate issues, on top of the standard support features.
- Chat online with a member of our support staff to address any issues and questions that you may have anytime during the day.
- Schedule a conference call to discuss an upcoming project rollout, set up a remote session to show an issue or go over any outstanding issues.
- Receive a monthly report on all outstanding cases in our case management system for follow-up and escalation.

Support Package Features	Standard	Premium
24x5 Global Support	✓	✓
24x7 Emergency Phone Support	✓	✓
Email	✓	✓
Case Management System	✓	✓
Live Chat		✓
Conference Call - twice a month (extra charges for weekly calls)		✓
Monthly Issue Report		✓

Additional Support Resources

Whatever support package you choose, your organization will also be entitled to the following resources:

Support Site

Download the latest upgrade kit or patch for your system enhancements and fixes.

NetDimensions Wiki

Browse our online knowledge base, access our documentation library and get the latest product information.

Dedicated Resource Support

NetDimensions offers clients a Dedicated Support Team, especially trained to meet their needs.

Content Compatibility Testing

Submit sample courseware from a third-party vendor for NetDimensions Learning compatibility testing.

Get Real-Time, Expert Support Through a Dedicated Support Team

- NetDimensions has the experience and expertise in acquiring the right candidates suitable for your support requirements.
- Extensive training will be given to members of your Dedicated Support Team to equip them with the faculties to proficiently administer your system.
- Based in one of our offices, your Dedicated Support Team will have better coordination with NetDimensions' Client Services and Professional Services teams.
- Your Dedicated Support Team will facilitate the quick implementation and roll-out of your eLearning projects.

HIRING THE RIGHT PEOPLE FOR THE JOB

The hiring process will be conducted by NetDimensions on behalf of your organization. Qualifications are thoroughly evaluated to ensure candidates are suitable for the position.

SKILLS AND COMPETENCIES

NetDimensions will equip and train members of your Dedicated Support Team with the necessary skills to perform administrative tasks for your system.

It is your prerogative to provide further training to your Dedicated Support Team with the internal logistics of your organization and the preferred operating procedures concerning system administration related tasks.

DIRECT CLIENT-SUPPORT COMMUNICATION

A dedicated support email alias will be set up to provide your users with a direct communication channel with your Dedicated Support Team.

OTHER RESPONSIBILITIES

Your Dedicated Support Team will be tasked with handling first level issues.

Second level escalation will also be channeled through Test Track Pro (TTP) to NetDimensions' Support as standard course of action. This support service does not include skin design requests, which are handled by NetDimensions' Graphics Design team.

Contact us today to learn more about the support package that best fits your organizations needs.

www.NetDimensions.com • Sales@NetDimensions.com

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