

“ The Services
staff is successful
when the customer
is successful. ”

ALEC PETERSEN
DIRECTOR, TECHNICAL SERVICES
MESSAGE SYSTEMS

Technical Support

Responsiveness, Experience and a Commitment to Partnership

No matter what you're trying to achieve or what level of messaging expertise you have in-house, it's easy to get the most out of your Momentum solution with our dedicated, industry-leading support team. And if you haven't yet switched to the only true message management platform, our world-class Technical Support staff can help you migrate to the Message Systems platform without experiencing downtime.

Combining in-depth knowledge of our technology with years of experience in message management, our support engineers partner with your staff to fulfill key business objectives and ensure optimal results. They'll work with you closely to gain a thorough understanding of your environment, configuration and goals, then deliver exactly the solution your situation requires. Plus, a robust web portal gives you convenient access to the support information you need, when you need it.

SUPERIOR SERVICE & SOLUTIONS YOU CAN TRUST

Our team of experts is committed to providing reliable responsiveness and thorough issue resolution. With a Technical Support package from Message Systems, you'll increase the value of your Momentum platform and get the benefits of:

✓ Unmatched expertise

Take advantage of our extensive message management experience and unrivaled product knowledge to easily resolve support issues and produce the best results from your messaging operations.

✓ Convenient 24x7 access

Create, view and modify support tickets, or chat with our engineers using an interactive web portal. Search the knowledge base and FAQs to find helpful information on a broad range of topics.

✓ Flexible, strategic solutions

Count on immediate, intelligent triage in urgent situations. For complex issues that require a more in-depth response, we take the time to provide comprehensive solutions for long-term success – not simply try to close the ticket with a quick fix.

SUPPORT PACKAGES: 3 LEVELS OF SUPPORT

We offer Silver, Gold and Platinum packages for Technical Support. Choose the service level that best fits the needs of your organization.

“ Excellent resolution time to identified bugs. ”

ONE OF THE TOP 5 CABLE OPERATORS IN THE U.S.

Silver

- Business-hour coverage
- Email responses only
- Minor upgrades included
- Major upgrades at market price

Gold

- 24x7 coverage
- Email and IM responses
- Minor upgrades included
- Major upgrades at discounted prices

Platinum

- 24x7 coverage
- Email, IM and phone responses
- Minor and major upgrades included
- 50% discount on Remote Management, if desired
- Tech Advice Desk
- SDK/Scriptlet Support
- Assigned engineer
- Executive sponsor
- Quarterly operations review

OTHER SERVICES FOR MAXIMUM MOMENTUM

Message Systems also offers a wide variety of additional services to help you realize the full potential of your Momentum platform and get the highest return on your messaging investment. Whether you need occasional extra guidance, assistance with custom scripting or complete platform administration, our team of message management experts can provide the right level of support to meet your specific needs.

REMOTE MANAGEMENT

Have our support engineers run the entire system for you, so you can focus scarce IT resources on core business operations. Add Remote Management to a Gold or Platinum package for continuous platform monitoring and management that keeps data safely within your enterprise and puts you in total control.

ADDITIONAL SUPPORT

Questions about administering or configuring your platform? Enlist the knowledgeable advice of our Technical Support staff any time – just add our Tech Advice Desk service or SDK/Scriptlet Support to a Silver or Gold support package.

Put our expertise to work for you.

Call Message Systems today toll free at 877-887-3031 or learn more at www.messagesystems.com/services/technical_support/

About Message Systems

Founded in 1997, Message Systems is a worldwide provider of message management solutions and services for organizations ranging from e-commerce companies to the Global 2000. Through a combination of technology, partnerships and intellectual capital, Message Systems offers a family of software solutions and services that address a wide range of email infrastructure and deliverability needs. With the most powerful message management platform on the market, Message Systems gets billions of unique messages to the right place at the right time every day. Headquartered in Columbia, Maryland, Message Systems has representatives and channel partners in North America, Europe and Asia.

