



# INSIDE THIS ISSUE

---

**Page 2**

*Help Desk & SLA's*

---

**Page 3**

*Calling/Emailing Support*

---

**Page 4**

*Hours of Operation*



 Western Integrated Systems

## **CUSTOMER SUPPORT**

### **ABOUT OUR SUPPORT TEAM**

Western Integrated Systems was founded in 1981 and has provided dedicated support for its customers for more than forty years. As technology has evolved, our support team has remained committed to providing prompt and insightful solutions for our customers. Our support team has been trained in the latest versions of the software and hardware solutions we sell, enabling them to be your resident experts if an issue or question arises.



**Western Integrated Systems**

Celebrating 41 Years as Your Digital Transformation Partner



# HELP DESK

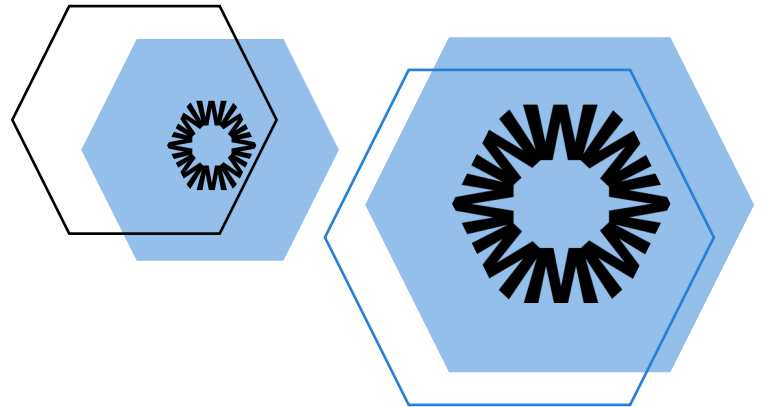


## AVAILABLE TO ALL CUSTOMERS

Western Integrated Systems has a new help desk where customers can submit tickets, read knowledge base articles and participate in the support community. We encourage all of our active customers to register! It's quick and easy to sign up, follow this link or the QR code and register in a few easy steps...

<https://westintcrm.zohodesk.com/portal/en/signup>

Once registration is approved, you can track the full journey of any tickets you submit and will have full access to our library of helpful articles. It's all part of our commitment to being your trusted digital transformation partner.

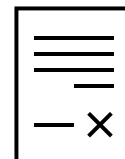


# SLA'S

## SERVICE LEVEL AGREEMENTS

Our Service Level Agreement (SLA) assures our customers that support requests are answered in accordance with our service objectives.

We strive to answer all calls, emails and tickets upon submission, and our SLA gives our customers confidence that their request will be answered at the earliest convenience.



# CALLING SUPPORT

SUPPORT IS ONLY A CALL AWAY!

Western Integrated Systems strives to provide its customers with a variety of avenues to communicate with our support team.

When a customer calls our support team, we create a ticket within our system to track the issue from end-to-end.

Our team is just one call away, select option (1) when calling our main line. **(866) 736-2191 x1.**



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*(866) 736-2191 x1*

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# EMAILING SUPPORT

DON'T HAVE TIME FOR A CALL? SEND SUPPORT AN EMAIL

Our support team is only one email away when you need assistance. Simply send an email to [support@westint.com](mailto:support@westint.com) and someone from our support team will respond as soon as possible. Once a ticket for your support request has been created, we will also send you automatic updates regarding the status of your request.

We monitor our support inbox frequently so tickets don't go unanswered. Our Service Level Agreements ensure you receive a prompt response to your request.

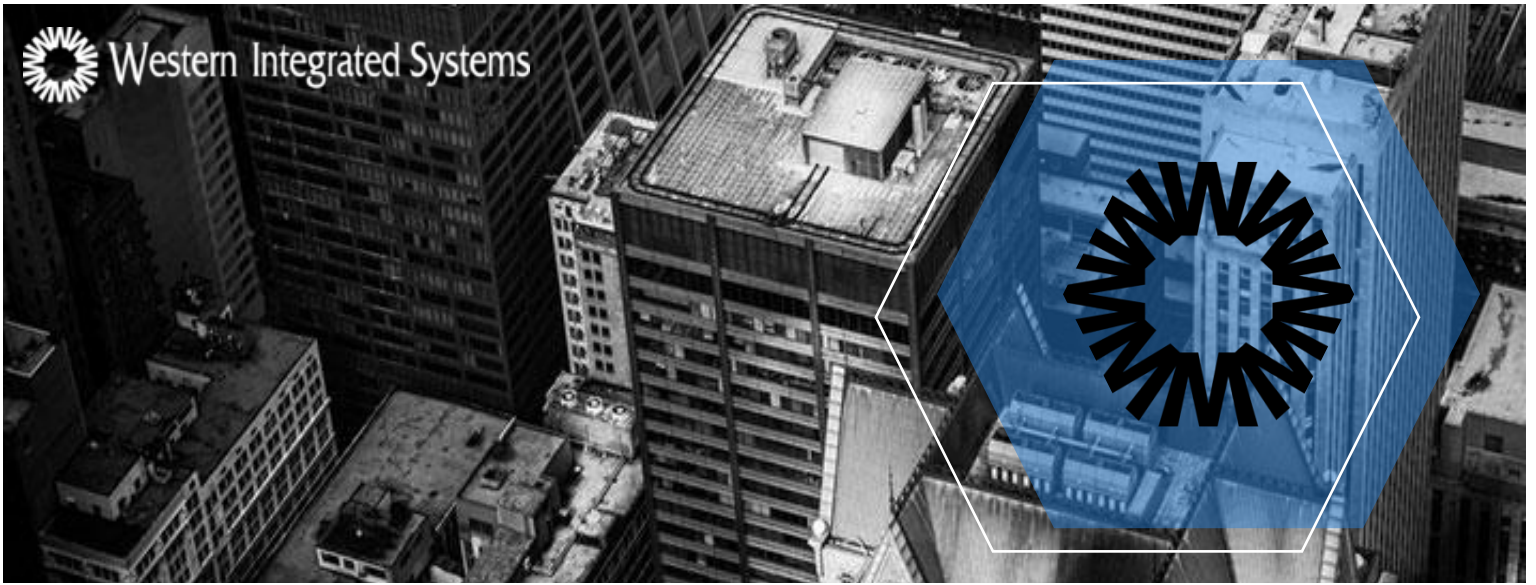


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*[support@westint.com](mailto:support@westint.com)*

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# HOURS OF OPERATION

MONDAY – FRIDAY (8:00 A.M. TO 5:00 P.M.)

Western Integrated Systems (WIS) provides Client software support during normal business hours defined as Monday through Friday 8am – 5pm Local Time, excluding WIS holidays. WIS reserves the right to modify its holiday schedule from year to year, but is currently defined as New Year’s Day, President’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving (two days), and Christmas. WIS may, at the Client’s request, render support outside of normal working hours, subject to the availability of personnel and at the rate then in effect.

# AFTER HOURS SUPPORT

YOUR REQUEST IS IMPORTANT NO MATTER WHAT TIME OF DAY...OR NIGHT!

After-hours support is defined as any request for support outside normal support hours of operation. If the request was unscheduled, an after-hours call, email or help desk ticket can still be created. Our team will respond to the request and respond during normal hours of operation. If a request is scheduled, please submit it to the support team at least 21 days in advance. If we can accommodate your after hours request, we will provide support assistance during the requested hours at the established after-hours rate.

