



EXCELLENCE

YOUR CUSTOMER SUCCESS TEAM

Is your dedicated partner and guide to help you move from ordinary to extraordinary so that you become legendary within your own agency, with other agencies, and with the community you serve.

LEGENDARY TOGETHER

HELPING YOU ACHIEVE
EXCELLENCE
WORTH TALKING ABOUT

“We’re committed to you successfully obtaining noticeable, remarkable and EXTRAORDINARY RESULTS!”



Product Specialist

Has an in-depth understanding and knowledge of our FileOnQ software capabilities and will help your agency see a clear vision of the tailored solutions available to you both now and in the future.



Technical Engineer

Keeps everything running like a well oiled machine...Works with your agency’s IT staff to make sure that all the technical aspects of a successful solution are completed on time and without a hitch. (After all, we want your IT staff to achieve legendary status too).



Subject Matter Expert

Is your guide - someone who has “been there, done that” in law enforcement and used FileOnQ software solutions to bring extraordinary results to their own agency. With this knowledge and experience, they will work with you to tailor a solution that meets all your unique needs and exceeds your expectations.

Your Customer Success Team Provides

- Project Management – from Proposal to Implementation
- Configuration and Tailoring (Profiling) of Your Software Solution
- Initial Training of End Users, Administrators, and Officers
- On-going Customer Support
- On-going Technical Support
- Shares Your Product Enhancement Suggestions to the Development Team
- Answer your “How Do I...?” or “What’s the Best Way to...?” Questions
- Refresher Training and Training of New Employees
- Updates on OnQ News and Future Events

YOUR DEDICATED CUSTOMER SUCCESS TEAM

At FileOnQ, our success is directly tied to your success. You have an important job to do and we want to help you do it - **extraordinarily!**



Shannon Turner
Evidence Specialist
36 Years Experience

Worked in the criminal justice system for 23 years, with 10 years in crime scene and evidence management. She has over 14 years experience helping agencies implement EvidenceOnQ, prepare for accreditation, rewrite policies and procedures, and prepare for evidence room moves.

ShannonT@FileOnQ.com

800-603-6802 x107



Chad Jay
Evidence Specialist
24 Years Experience

8 years in Corrections and 16 years' experience as an evidence technician. Experience processing crime scenes of sexual assault, homicide, and officer involved shootings. Trained department personnel in the use of EvidenceOnQ and proper evidence handling procedures.

ChadJ@FileOnQ.com

800-603-6802 x147



Abby VanderLaan
Technical Engineer
16 Years Experience

Has an extensive Law Enforcement background as a Systems Administrator for a Michigan Police Department. Her diverse experience in the public safety sector is a win-win for FileOnQ users by providing them the real-world technical expertise they require.

AbbyV@FileOnQ.com

800-603-6802 x135



THE KEY TO YOUR SUCCESS is...

*utilizing these experienced professionals who will be your partners and guides on your **journey to legendary.***



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CONTACT US

YOUR SUCCESS IS OUR SUCCESS!