



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!**



Zaki Horany
Product Specialist
15 Years of Experience

Extensive background in implementing physical and digital evidence management solutions. Diverse expertise in all stages of application development, life-cycle management, server and software implementation, client relations and product sales and support.

ZakiH@FileOnQ.com

800-603-6802 x133



Bruce Adams
Subject Matter Expert
40 Years of Experience

Has over 36 years of Law enforcement experience with 22 years of that in the property and evidence room. He has help train thousands of officers and property and evidence room technicians. He is also well versed in the CALEA evidence standards and accreditation process.

BruceA@FileOnQ.com

800-603-6802 x131



Bill Dumbleton
Technical Engineer
27 Years of Experience

Bill has provided hundreds of agencies professional technical services from initial sale to final implementation since 1990. His diverse expertise and experience helps bridge the gap between the technical IT staff and the software end-users for both small and large-scale deployments.

billd@FileOnQ.com

800-603-6802 x109



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!