The Benefits of
Annual Maintenance & Support

Serving YOUR solutions with style...

Our White Glove Customer Care...

FileOnQ™ provides long-term value with our annual maintenance and support services. We believe that protecting your investment is an important part of your business strategy. When a support need arises, FileOnQ™ will provide the highest level of support possible. Our goal is to provide personal customer care along with the latest support technologies. This ensures that we provide our users with the lowest cost of ownership combined with the highest level of productivity.

Customer Value

Our customers find their annual maintenance and support provides value that far exceeds the annual renewal fee. They continually express appreciation and **praise** for the outstanding support that FileOnQ™ provides. We will support all your future needs with on-going training, technical support, and professional services. Our commitment is for our customers to enjoy long-term satisfaction and improved personal and organizational productivity.

Customer "*Quotes*"

"The benefits of the FileOnQ software in medical records were so helpful, therefore implementing and was exactly what was needed to track all of our medical folders"
CMSgt NV ANG, Mark Baily -
Nevada Air National Guard

"Our ability to process loans with the lowest exposure possible is the result of quicker, better and retrievable information. This benefit alone results in an immediate system payback based on just one instance of lost or incomplete documentation regarding a loan."
Capital One Auto Financing

"Once again I would like to thank the entire staff at FileOnQ for the three years of on the spot support and for making this enormous task to move possible."
Evidence Supervisor, Darrell Allen -
San Antonio PD, TX

What's Included...

- **Free - In-version upgrades**
- **Free - Telephone & Email support**
- **Free - Hardware support and loaners**
- **Free - Scheduled training via webinar**
- **Free - Link to online support within the application**
- **Free - Personal refresher training via web conference**
- **Free - Access to our website with training tutorials**
- **Free - Online Customer Resource** (Training videos, FAQs, documentation, ticketing, profile management and more.)

Our Commitment

At FileOnQ™ we are **committed to our customers' complete satisfaction** -- from the time the system is implemented to long into the future. We invest substantial time and money each year to enhance and improve our products and take into consideration the recommendations of our users when developing system enhancements. The staff at FileOnQ use their broad expertise to help you get the most out of your investment through ongoing training, software upgrades, and technical support.