

Maintenance and Support Services

At Tallega Software, we take great pride in our customer support services, because we believe it clearly differentiates us from other service providers. We have some of the most highly trained, sought after, specialists in our industry and we go to great lengths to continually update our training and certifications. We believe that great support requires more than just technical skills; it requires people helping people, which is exactly what you'll find here at Tallega.

Support Services

Tallega provides Tier 1 and Tier 2 support services directly to end-user customers. Tallega will work directly with the software vendor for any issues beyond a Tier 2 level. This format gives customers local support and the strong backing of the software manufacturer. Annual maintenance fees include telephone, email, web support and free software upgrades. Renewal is on the anniversary of the original software purchase.

Tallega offers online support case creation and tracking, which allows our customers to log, create, and add support case details 24/7/365 from any location with internet access. This feature is included in the annual maintenance agreement. To sign up for online case management, please email support@tallega.com with a subject line "Online Support Request" and your account details will be sent to you.

Call Process and Escalation

The following items summarize the support call process and escalation:

- Once a call/case is received, a Tallega support person is assigned to the case and we will make our best attempt to contact the customer within 4 business hours (Mon. – Fri. 6:00am to 5:00pm PST – Not including holidays).¹
- The Tallega support person will work with the customer either on the phone or via web session to analyze the source of the problem.
- Once the problem is identified by the support person and we have compiled all the required information, he/she will confirm and assign the priority to the case.
- The support person at Tallega will make an effort to resolve the problem on the first call. If it needs further investigation the support person will move the case to Tier 3 and contact the appropriate vendor to resolve the problem. If we determine the issue is hardware related, the support person will recommend the customer to call the hardware vendor directly.

Maintenance Services and Professional Services

Maintenance and support services are provided as follows:

- Customer must have a valid and current support agreement in place with Tallega at time of services.
- Maintenance and support services cover issues concerning purchased software, customization services (custom-coded software – unless otherwise agreed in writing) and configurations for all solutions under contract with Tallega Software. Support for, and/or changes to, an existing environment that fall outside the original scope of the project are considered professional services. All professional services installations, configurations and programming fees are based on time and materials and require a signed Statement of Work (SOW).

Numbers to contact for support:

Tallega Software
(949) 367-9860
Email: support@tallega.com

Fujitsu
(800) 626-4686 – (Have scanner serial # and model name available)

Kodak (for all Kodak and Bowe Bell & Howell scanners)
(800) 822-1414 -- (Have scanner serial # and model name available)

1 – Assumes customer has a current support contract with Tallega. Initiating a support case does not necessarily mean Tallega has started working the case. A 4-hour response time is not guaranteed. We will make every effort to contact the customer within 4 business hours, but there are times when circumstances (i.e., no connection, no coverage, etc.) will prevent a 4-hour response time. In such a case, we will do our best to contact the customer as soon as possible.