



"A whole 8 minutes elapsed between the time I sent my email describing my problem to the support group and the time that I received a response from Dave. In my experience, that is faster than the hold time on the majority of tech support phone calls I've made in the past. Keep up the good work!"

*Blane Beilke
Riverstone Group*

DOES YOUR SUPPORT DESK LEAVE YOU FEELING ABANDONED?

QUESTIONS TO ASK YOUR SUPPORT PROVIDER:

- How many engineers do you have dedicated to support every day?
- How many times do you have to leave a message before speaking to anyone in person?
- How soon is your call returned?
- Does your current provider follow up after every solved issue?

LET US HELP

Call today and join the thousands of other customers who have already discovered that great support is cheaper than free support.


HAGERMAN & COMPANY, INC.®
Your eProductivity Partner
www.hagerman.com

Are you relying on free support?

So you think you're saving money by relying on free support, user forums, or the guy in the next cubicle? Sure, those are all ways to help find an answer to a problem you're facing. But if your time is worth anything (and I'm pretty sure most of you would say it's worth a lot), then you're already paying for that "free" support in the amount of time lost looking or waiting for an answer.

Hagerman & Company's help desk is manned full time with support specialists and engineers – all of whom have certifications and degrees in their field. They truly are "experts" and their primary focus is to make sure your job is run as efficiently as possible.

Here are just a few of the advantages to being a Hagerman support client:

- » Toll Free calls
- » Live help available Monday through Friday, 7 a.m. to 7 p.m. (CST)
- » Unlimited use - no restrictions on amount of calls.
- » E-mail support is included
- » Online support is available; our engineers can not only demonstrate exactly how to solve your problem, they can also take control of your machine to walk you through your problem.
- » We call you back within one hour, and most support calls are taken immediately.
- » Each support call is tracked to insure fast response times and a better customer experience.
- » Surveys are sent for each support call so we can be sure you are satisfied with our response and professionalism. Survey results are reviewed daily by Hagerman management to ensure that we meet and exceed customer expectations.

IMAGINE IT. DESIGN IT. BUILD IT. WE'LL HELP!

Make The Move >>>

800.422.0313
www.hagerman.com