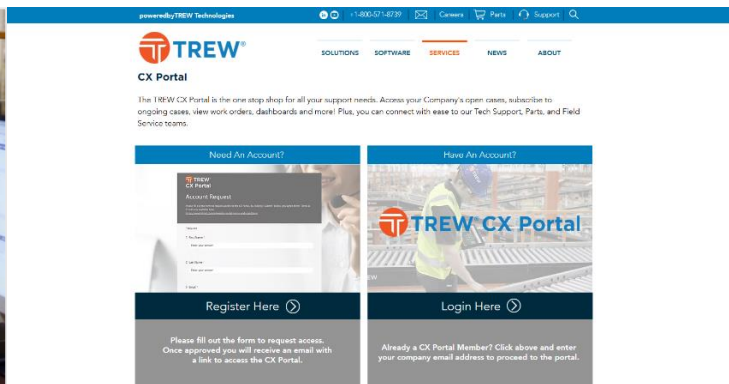
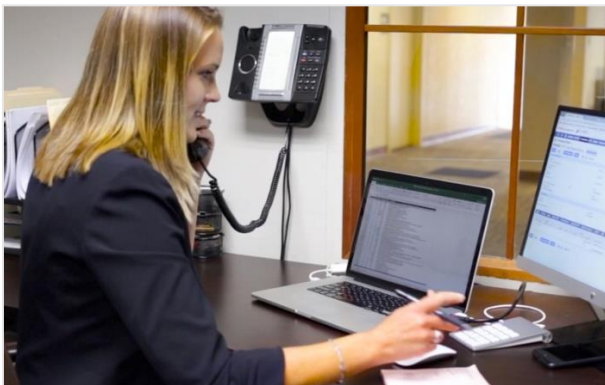


Technical Support

24x7 access to expert technical support and the CX Portal for maximum uptime

Maintenance and operations staff are experts in their day-to-day activities. But when uncommon issues arise, it's critical to have support from knowledgeable and skilled support engineers who know your system and can help resolve issues quickly. Trew's Technical Support team is your backup during times of need or just when you're making changes outside of your comfort zone.

When issues arise, a call, email, online submission or chat is all you need to create an incident on the CX Portal. The CX Portal provides real-time case updates and a view of all the corrective steps taken to resolve incidents. Cases are available to all team members with portal access for current and future references. Customers can also sign up for email notifications to alert them to new case submissions or changes in case status. The result is full transparency, resulting in better collaboration and faster incident resolution.



Technical Support

- Rapid responsiveness by in-house team of seasoned technical professionals
- Average answer time is 20 seconds
- Staffed 24x7, 365 days per year
- Annual contracts designed to fit customer needs
 - Base M-F 8-5 EST (unlimited)
 - Total 24x7 (unlimited)
 - Per ticket support also available

CX Portal

- Customers can access company open cases, subscribe to ongoing cases, view work orders, dashboard, and more.
- Real-time status with transparent resolution management
- Knowledge base inclusive of "How-To" articles and troubleshooting guides
- Ability to tag a support agent in a post to expedite troubleshooting
- Personalized case notifications
- Visual Remote Assistant to share issues with the team via live video

For more information, contact Trew

+1-800-571-TREW (8739)

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