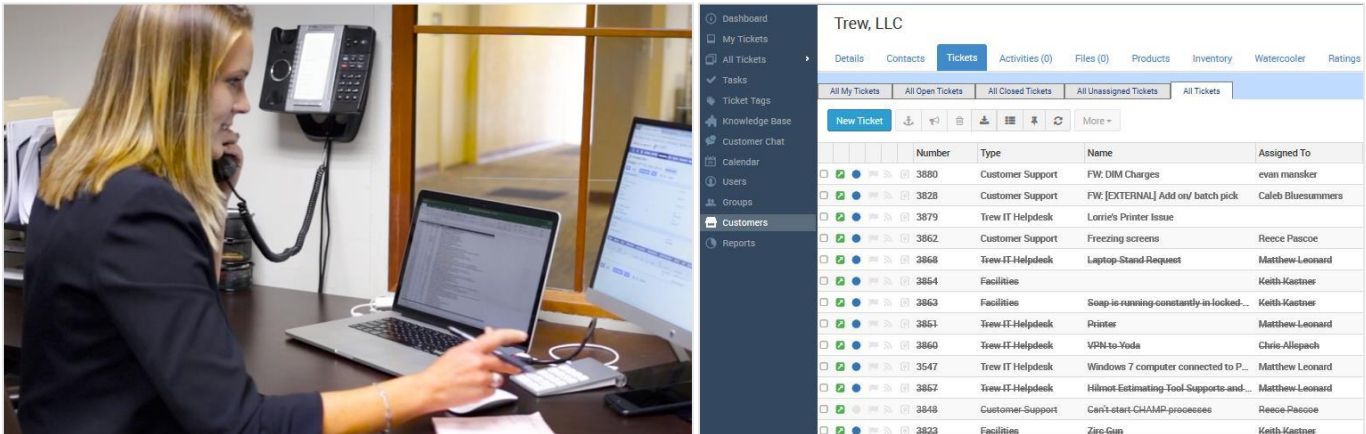


Technical Support

24x7 access to expert technical support and the CX Customer 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 Customer Portal. The CX Customer Portal provides a view of all corrective steps taken to resolve incidents and archives the history for future reference. Customers can sign up for email notifications to alert them to new ticket submissions or changes in ticket 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 18 seconds
- Staffed 24x7, 365 days per year
- Annual contracts designed to fit customer needs
 - Base M-F 8-5 (unlimited)
 - Total 24x7 (unlimited)
 - Per ticket support also available

Customer Experience Portal

- Customers can login or email to initiate a support ticket, attaching multimedia directly to the ticket to help explain the issue
- Real-time status with transparent resolution management
- TREWUp Knowledge base inclusive of "How-To" articles and troubleshooting guides
- Chat with a support agent to expedite troubleshooting

For more information, contact Trew

+1-800-571-TREW (8739)

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