

PROFESSIONAL SERVICES GROUP

# CUSTOMER CARE PREMIUM SUPPORT

## What you can expect from our technical support team

We work hard to make sure you have the support you need, when you need it. Whether on the job site or in the office, we can help! With the premium support package you'll have access to:



### In-House Experts

Our support team acts as an extension of your business. We'll work in collaboration with your internal teams to transfer knowledge, solve issues, and build expertise between teams.



### Designated Technical Team Leaders

Topcon Solutions offers management team leaders to proactively monitor open tickets, lead account reviews, and manage escalations. They'll also act as a technical liaison to gather feedback and champion needs and goals internally to ensure your team and business remains productive.



### Enhanced Customized Support, Training & Consultation\*

We provide a variety of options to further support customers who choose to take the next steps in product implementation, workflow processes, and customized applications to improve business development.

*\*additional fees may apply*



### Premium Support Plan Features

- Unlimited phone & email technical support
- Remote desktop assistance
- New customer & annual guided account navigation
- Unlimited access to Solutions U
- Autodesk® Briefcase tools plug-in (Autodesk customers only)