



# UNPARALLELED SUPPORT THAT STANDS BEHIND YOU

When it comes to emergency services software, downtime and unanswered questions are not an option. That's why our Customer Success and Support teams work together to ensure you have the tools, guidance, and real people you need—exactly when you need them.

## What Sets Our Support Apart

### Responsive and Reliable

We pride ourselves on quick response times and real human connection. Whether it's a call, email, or support ticket, you'll hear back promptly, so you can keep moving without delay.

"Whenever I've had issues, I typically either submit a ticket or even make a phone call and get a very timely response and get the help that I need in order to fix my issue."

- **Rex Heisdorffer, Assistant Chief, Newton Fire Department**

### Consistent Points of Contact

You won't have to explain your situation to a different person every time you reach out. Our team builds familiarity with your agency and your goals, so each interaction starts ahead of the curve.

"We had [another vendor] before, and we didn't have somebody we dealt with specifically; it was always somebody different, just whoever you're reaching when you call customer service. So it's nice to have the same people that already know what's going on when you talk to them."

- **Steven Berry II, Lieutenant, City of Akron Fire Department**

### A Culture of Respect and Partnership

We believe there are no "bad questions." Our Support Team and Technical Account Managers partner with you to find solutions, without making you feel like you're on your own.

"Nobody has ever made me feel like I was silly or stupid for asking a question... They're awesome."

- **Monna Gillespie, Administrative Officer I,  
NC Office of State Fire Marshal**



## Hands-On When It Matters Most

From complex technical challenges to onsite collaboration, we go the extra mile to ensure your needs are met.

“We love our Account Executive, we love the support team, and everyone. We’ve literally had people fly in, and we’ll speak with them to figure this out. I think that is huge.”

- Meredith Walker, Program Manager,  
Seminole County Fire Department

## Proactive Communication and Follow-Through

Our support is more than just reactive problem-solving; it’s about keeping you informed, guiding you through each step, and following up to make sure the solution sticks.

“It was rare that it was a voicemail... It was almost always that somebody had picked up the phone and we could talk through it right then and there.”

- David Long, Senior Applications Analyst, Port of Portland

## Support You Can Count On

- **96.5%** Customer Satisfaction Rate
- Live Chat, Email, and Phone Support for Real-Time Assistance
- Access to ImageTrend University and Virtual Learning Center **for continuous learning—whenever and wherever you need it**
- Dedicated Customer Success Managers and Technical Account Managers committed to Long-Term Partnership



## 24/7 Ticket Access and On-Call Technical Support

We understand that our customers operate around the clock—and so do we. While Support is open 6 am - 8 pm CT, customers can submit a ticket 24/7. Our on-call agents will respond promptly to critical issues at any time of day. We’re here to provide timely, reliable, and expert assistance to keep your operations running smoothly.

## Your mission matters. We’re here to support it.

Our support goes beyond fixing issues. We’re here to equip you with the confidence, knowledge, and partnership you need to keep your operations running smoothly, today and for years to come.

**Get started with a partner that delivers the support you deserve >**  
**[www.imagetrend.com/contact/](http://www.imagetrend.com/contact/)**

