



ImageTrend Customer Success Breakdown

At ImageTrend, we're dedicated to delivering exceptional value and support throughout your journey. Our Customer Success team ensures you achieve your goals with tailored Success Offerings. Our Customer Success Offering accelerates your success with immediate value and ongoing improvement. Partner with ImageTrend for timely resources that align with your organizational goals.

Technical Support

- **Case Management Tools:** Access the Support portal 24/7 for ticket submission, status tracking, and resolution communication.
- **Support Channels:** Multiple channels (Email, Chat, Webform, and Phone) ensure you have the right tool at the right time for assistance.
- **Skilled Guidance:** Access knowledgeable professionals for best practices and troubleshooting, directed to agents with the required expertise.

Online All User Release Community:

Access release resources, ask Product Managers about new features, and collaborate with other customers on use cases and best practices.

Online State Admin Release Community:

Access essential release resources, ask Product Managers about new features, and collaborate with other customers. Share use cases and best practices tailored to the unique needs of large, regulatory, and complex enterprise systems

Ticket Prioritization (Expedited and Priority Support):

Our Technical Account Management team swiftly addresses high-priority and critical issues, involving necessary resources for prompt resolution.

Regulatory and Data Compliance Planning:

We understand the critical importance of regulatory and data compliance in your industry. Our team stays up to date with the latest industry standards and is here to work with your organization to optimize your system to meet those standards and to help prepare you for any future regulatory and compliance changes.

Access to Beta Products and Testing:

Gain exclusive access to new products, features, and modules, providing an opportunity to test and plan rollout of the new functionality while providing valuable feedback to be considered for iteration.





Development Roadmap Input:

Your feedback is invaluable. Your Technical Account Manager will advocate for major initiatives to enhance the product based on your input. While not all suggestions can be implemented, we will thoroughly evaluate each recommendation to shape our products' future direction.

Technical Account Managers (TAM):

Experience the difference with ImageTrend's Technical Account Managers - a service designed to empower your organization, drive activities that maximize the value of your technology investments, and ensure you remain at the forefront of your industry.

Strategic Partnership:

Our experts are more than just account managers; they are your strategic partners. By immersing themselves in your organization's unique objectives and challenges, they provide insightful guidance and dedicated support to align our solutions with your long-term vision.

Monthly Reoccurring Touch Points:

Work with your TAM to establish a monthly meeting cadence to drive projects, initiatives, and future planning.

System Optimization Guidance:

Our team optimizes your system to meet evolving business needs and support new initiatives, including:

- **Adoption Checkup:** Review system usage to identify improvement areas and implement an optimization plan.
- **Change Management:** Our experts provide ongoing guidance and support for onboarding new administrators and managing organizational changes. We ensure smooth transitions and empower your team to fully utilize our solutions, maintaining stability throughout any change.

Onsite Strategic Session:

Your TAM can meet in person to gather input on use cases, product design, and usability, ensuring features match your organization's strategic goals. Please note that there will be an additional charge for onsite visits. This fee covers the costs associated with travel, accommodation, and the dedicated time of our Technical Account Managers. By investing in these onsite sessions, you ensure that our team can provide the highest level of personalized support and expertise tailored to your organization's unique needs.

System Enablement:

We empower our clients with the knowledge and skills to fully utilize our solutions. Our training



programs—including a Virtual Learning Center and certification courses—are designed to enhance proficiency and maximize product benefits. With on-demand access to these resources, customers can engage with learning materials at their convenience.

Connect Conference:

Don't miss our annual Connect conference! ImageTrend users nationwide gather for education, idea-sharing, and celebration of success. This event highlights our strategic partnership and drives future change. You can expect valuable education sessions, opportunities to meet the ImageTrend Team, and networking opportunities to discuss industry trends.

Products and Features	Basic	Premier	Signature	Not Offered
Support Channels (Web/Email/Messaging)	X	X	X	System Administration
Online All User Release Community	X	X	X	Managed Services
Online State Admin Release Community		X	X	Support of Third-Party Software or Hardware
*Ticket Prioritization <i>(Cases are routed to a dedicated team of Technical Account Specialists familiar with your organization, with TAM oversight to ensure coordinated handling and consistent follow-through.)</i>		Immediately Routed to TAM Team	Immediately Routed to TAM Team + TAM Oversight	Requests for excluded items or Professional Services that do not constitute Success Offerings may be provided under a separate mutually agreed upon and executed services proposal or a change order executed by the parties pursuant to the Change Control Process.
*Regulatory & Data Compliance Planning		X	X	
Access to Beta Products & Testing		X	X	
Development Roadmap Input		X	X	
*Technical Account Managers			X	
Reoccurring Touch Points			Monthly	
*Product Adoption Guidance			X	
*System Optimization Guidance			X	
Change Management			X	
*Onsite Strategic Planning Session		\$	\$	
System Administration Certification	\$	1 Certification	Included	** VLC Access Only for System Level Users
**System Enablement (VLC Access)	\$	2 Users	Included	* Not Included in Account Advisement
*Connect Conference	\$	\$	1 Registration	

