COLUMN FRONT LINE SUPPORT

Professional technical analysts dedicated to supporting your BMC applications

Business Case
Restoring service to mission-critical IT systems requires a knowledgeable support team, a timely response and advanced resources. Column Technologies’ Front Line Support team works around the clock to minimize downtime and resolve performance issues for Fortune 500 and small to mid-size companies alike.

Column Technologies Support Services

Year after year, more than 80% of Column customer support users renew their contracts. Clearly, our 300+ clients appreciate the value our highly trained team brings to their

Accessibility
Choose the most convenient way to reach our support team – a trained analyst can address your concern via phone, email, live chat or through the Customer Support web portal.

Availability
Globally distributed, yet fully integrated, Column Customer Support leverages time zones, local dialects and a vast skill set to provide timely and consistent service.

Expertise
All of our Front Line Support representatives have received manufacturer-certified training and continuously update their accreditation to ensure the highest qualified and skilled support.

Success
As a BMC Software Elite Partner, Column is continuously measured on our skill and performance level. Column Customer Support consistently earns a KPI score of 9 out of 10 from BMC. Furthermore, our escalation rate is well below the industry average.

Key Benefits

- Column Technologies has the highest percentage of BMC Software-accredited support analysts among all current BMC Level 1 support teams.
- BMC-accredited support analysts help to reduce resolution times and assess your solution’s performance.
- Specialized laboratory test environments allow Column to work on manufacturer defects to speed resolutions.
- Standard and custom reports help to monitor performance.
- Our worldwide support centers in the United States, South Africa and India work cohesively to address support issues.
- We employ multi-lingual technical resources throughout the world.
- Web-based ticket submission and tracking provide flexibility and convenience.

Contact Column Customer Support

CustomerSupport@columnit.com
888.500.7840
Live Chat via Website
Flexible Support Packages
Column understands that organizations require different levels of service and support to ensure critical application uptime. For that reason, we offer bundled support packages, as well as customizable support options.

In-depth Knowledgebase and Up-to-Date Documentation
Maintenance of BMC Software documentation including current guides, manuals, technical bulletins, flashes and release notes, as well as a comprehensive knowledge-based, allows the Column Customer Support team easy access and lowered time to resolution, well below the industry average.

Continuous Performance Evaluations
Column continuously assesses Customer Support performance to ensure we are delivering on our promise – to provide exceptional value that exceed your organization’s expectations.

Customer Testimonials
“Thank you for your assistance the other day. You worked with the head of corporate systems management who had very nice things to say about you. I appreciate you lending a hand.”
– America’s preeminent designer, producer, and marketer of fine accessories.

“I’ve had to work with support reps from other companies and they are nowhere as responsive or knowledgeable as Column has been. Column is the perfect example of what customer service reps should be.”
– The United States’ leading options exchange organization

Bundled Support Packages
Column’s Front Line Support bundled packages offer basic coverage at the Fast Track Support level and increase coverage with each addition. Our managed services package is the most comprehensive coverage available, providing Remedy administrators and developers working as an extension of your IT team.

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Column Technologies takes a unique approach to supply the highest level of support to meet your organization’s needs. We start you out with the basic support and maintenance and you select three a la carte options that best meet your support goals.

YOUR SUPPORT

- After Hours Critical Support
- Application Monitoring
- Automatic Reporting
- Scheduled Account Review
- Assigned Analyst
- Annual Health Check

A La Carte

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<td>Fast Track or Continuous Support</td>
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Corporate Headquarters
10 East 22nd Street, Suite 212 Lombard, IL 60148
Phone: 630.515.6660 | Toll Free: 866.265.8665,
Fax: 630.271.1508
Email: info@columnit.com | www.columnit.com

About Column Technologies
Established in 1998, Column Technologies is a global technology, management consulting, and services company with proven success across the public and private sectors. Headquartered in the United States, Column has offices in Australia, India, and the United Kingdom, as well as a global partner network.

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