The Benefits of FileOnQ
Maintenance & Support

Your Success is Our Success…

FileOnQ™ understands that our job is not over when our solutions "go-live" at a customer site – it's just beginning. We're committed to providing your organization long-term value with our annual maintenance and support services. We believe that protecting your investment is integral to your business strategy. When a support need arises, FileOnQ's goal is to provide personal customer care using the latest support technologies, ensuring that our customers are offered the lowest cost of ownership combined with the highest level of productivity and customer care.

CUSTOMER VALUE

Our customers find their annual maintenance and support provide value that far exceeds the yearly renewal fee and continually express appreciation and praise for the outstanding support that FileOnQ™ provides. We will never leave you in the dark and empower you with ongoing training, technical support, and professional services. **We understand that you have an important job to do and we want to help you do it with excellence – excellence worth talking about.**

98%
CUSTOMER SATISFACTION RATING
In our latest customer survey, 98% said they are satisfied or very satisfied with the ongoing support they receive from FileOnQ.

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"I can't say enough good things about FileOnQ, great product, great service and great people to work with."
Dawn M, Evidence Unit Supervisor
Fort Lauderdale PD

"The software and the level of customer support, in my experience, is the best that I have ever had."
Sgt. James B.
Ventura County DA

What's Included...

- Free - Upgrades (for subscriptions)
- Free - Inversion upgrades
- Free - Hardware support and loaners
- Free - Scheduled webinar classes
- Free - Link to online support within your application
- Free - Personal online refresher training
- Free - Access to online resources
- Free - Telephone & email support

OUR COMMITMENT

At FileOnQ™ we are **committed to our customers' complete satisfaction** -- from the time the system is implemented to long into the future. We invest substantial time and money each year to enhance and improve our products and take into consideration the recommendations of our users when developing system enhancements. The staff at FileOnQ use their broad expertise to help you get the most out of your investment through ongoing training, software upgrades, and technical support.