TechnologyOne

Support
Supporting your success

TechnologyOne provides a collaborative support experience through world-class support services. Join our dynamic community of TechnologyOne experts and customers to optimise success in your business.

TechnologyOne understands how important ongoing support is to your business.

A support experience like no other

TechnologyOne's unique collaborative approach to support means we take complete responsibility for your long-term success, so you can get back to your business.

When you become a TechnologyOne customer, you receive access to world class support services and a personalised experience. Streamline incident reporting and tracking, and save time by solving problems with self-service and collaborative tools.

TechnologyOne Customer Community

Our approach

We are committed to a collaborative partnership with your business through a powerful engagement model. The software you use is continually enhanced and developed to suit your evolving business requirements.

Customer Community Overview

Available 24/7, the TechnologyOne Customer Community enables you to get expert help at a time that suits you. Leverage comprehensive self help options, influence product direction, keep up-to-date with industry news, and collaborate with other TechnologyOne customers.

Key features include:

- **Profile** - Manage your individual profile by adding contact information, a photo or company logo and your bio.

- **Cases** - Create and manage your support requests.

- **Q&A** – Search or post questions to find answers to your product related queries. Share your knowledge by answering other customer's questions.

- **Ideas** - Suggest product enhancement ideas for review. Promote or demote raised ideas to share your feedback.

- **Idea Themes** - Get involved in TechnologyOne's current R&D development projects to share your experiences and ideas.

- **Chatter** – Keep up to date and collaborate with other customers and TechnologyOne. Read and share information such as industry news, events, business processes and legislative changes and much more.

- **Knowledge Base** – Access an extensive library of helpful software information authored and certified by TechnologyOne. Rate articles using the star rating system.

Available 24/7, our community is a place where other customers and TechnologyOne experts work together to strive for a common goal - success.


Your Organisation

Customer Community

Self-Help	Product Support	Share information
• Q&A	• Issue Cases	• Collaboration
• Knowledge	• Question Cases	• News
• Powerful Search	• Ideas	• Events

TechnologyOne

TechnologyOne Support enables you to...

✓ Maximise the value of your investment

✓ Collaborate with other customers and TechnologyOne experts

✓ Gain insights and industry knowledge

✓ Gain reliable and timely support services

✓ Influence and engage with TechnologyOne R&D

✓ Future proof your organisation with visibility of new enhancements

✓ Streamline incident resolution with self-service access

✓ Quickly find answers through proven expertise and extensive knowledge base

✓ Keep up to date with TechnologyOne news and events

At TechnologyOne we put you in the centre of everything we do.

We are committed to providing you a compelling customer experience. We listen to you and understand your needs to continually develop and improve our software for you.

Deliver

Listen

You

R&D

Analyse

Themes
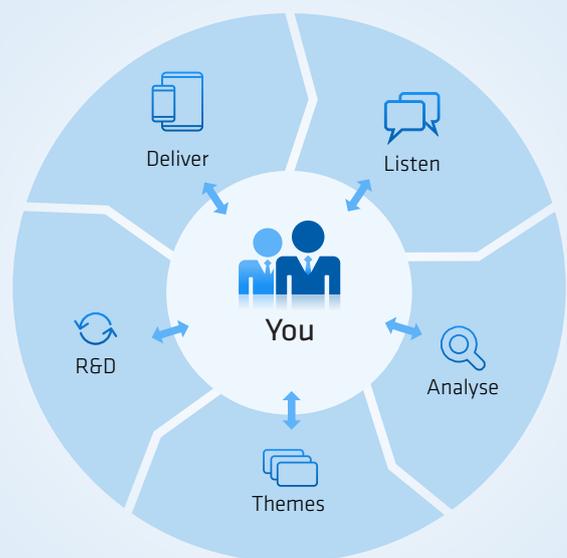
For more information, visit TechnologyOneCorp.com/Support

Our approach

Market Focus & Commitment · **Power of One** · **Enterprise Vision** · **Power of Evolution** · **Simplicity, not Complexity**

Transforming business, making life simple

Our enterprise vision

The power of a single, integrated enterprise solution

Experience the power of a single, integrated enterprise solution built on a single modern platform with a consistent look and feel.

Market focus and commitment

Preconfigured enterprise software solutions reduce time, cost and risk

A deep understanding and engagement with our seven key markets means we can deliver to our customers integrated, preconfigured solutions that provide proven practice, streamline implementations and reduce time, cost and risk.

The power of one

One vision. One vendor. One experience.

When you invest in a TechnologyOne solution you benefit from a direct relationship with us every step of the way. We do not use implementation partners or value-added resellers. We take complete responsibility for building, marketing, selling, implementing, supporting and running our enterprise solution for each customer to guarantee long-term success.

The power of evolution

An enterprise solution that adapts and evolves

Substantial investment into R&D each year means we provide our customers a strong, continuing competitive advantage through an enterprise solution that adapts and evolves by embracing new technologies, concepts and innovation.

Simplicity, not complexity

Enterprise software, incredibly simple

Software that embraces consumer concepts and expectations to deliver solutions that are incredibly easy to use and remove complexity.

TechnologyOneCorp.com

Australia | New Zealand | South Pacific | Asia | United Kingdom

technologyone
Transforming business, making life simple