

Bridge the Post-Implementation Support Gap with **CTPros CloudCare**



Many of our customers find they need more than vendor-offered post-implementation support services to fulfill their needs.

Why Does My Business Need CTPros CloudCare?

Today's cloud systems require significant programming to implement and upgrade, and deployments are growing in complexity with integrations such as Microsoft Teams or Salesforce.

Yet industry pressures on vendor profitability have resulted in staffing shortages combined with the increased usage of outsourced, overseas teams.

The result? Deployment **issues that disrupt vital business operations** for months are costly and time-consuming to resolve.

What Do I Get with CTPros CloudCare?

CloudCare augments vendor support with a designated team comprised of our highly-skilled, vendor-certified Technical Account Management Team (TAM) of engineers. Services include:



- ✓ Quarterly business review calls
- ✓ Assistance with the addition of products and features
- ✓ Escalation point for technical and ongoing billing issues*
- ✓ End user and administrative training
- ✓ Programming for moves, adds, and changes
- ✓ Performance report creation and review

- US-based assistance M-F from 9 a.m. to 5 p.m. in your primary location's time zone
- Optional 24/7 support is available
- Easy online ticket submission



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