

Support Services Overview

Support Services

Confluence values our clients and strives to ensure that you are completely satisfied with our solutions. In service to this mission, Confluence provides you with a Business Support Analyst for each product. Your Business Support Analyst will work with you on a day to day basis to ensure that you are getting the business results you desire, and acts as your single point of contact for all issues and questions regarding your use of the Unity[®] platform. Confluence's Business Support team consists of business experts in the financial services industry who have been certified in their knowledge of the Unity[®] platform. For complex issues that require additional technical expertise, you will receive support from our certified Technical Support team as well as our Production Support team, a specialized group of developers who focus exclusively on addressing any client issues that may arise.

Support Services Includes:

- Managed resolution targets categorized by issue severity; Typical delivery of resolution is at or ahead of target 97% of the time
- Regular reviews of outstanding issues according to your needs
- Managed Client Loyalty Program with recurring reviews to ensure an open dialogue between Confluence and our clients, strengthening our strategic alignment

Benefits

- Reduce cost by addressing issues in a timely fashion, minimising business impact
- Elevate service levels by streamlining processes, eliminating manual work and advising on best practises to further optimise the use of Confluence software solutions in your environment

Support Services Expertise

- Team has more than 50 years of experience supporting the Unity[®] platform
 - More than 5,000 customer items addressed annually
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