



TRC Customer Commitment

Progent's Technical Response Center (TRC) is committed to providing the highest level of customer care with fast response time and complete follow-through



Progent's Technical Response Center (TRC) is committed to providing Progent's customers with the highest quality care available for urgent as well as standard technical

issues. Progent's commitment to excellence is evidenced by consistent and friendly communication with you, the ability to bring you the best possible resource to meet your technology needs, plus thorough and complete follow-through on your tickets.

One-hour Response for Urgent Issues

For urgent issues, the TRC endeavors to respond to your service request in one hour or less. The TRC's guidelines for urgent issues are:

- Outages in your environment that affect multiple people
- A technical issue of any type that affects a key individual in your organization
- Unavailability of a critical application

Two-hour Response for Standard Requests

For standard service requests, the TRC endeavors to respond to you within two hours or as specified in your request. For example, a request to schedule service at the end of the week or to make a call back the following day will be given the proper attention.

Please understand that requests for specific engineers will be honored as well, but may delay the TRC's response based on that engineer's availability.

The TRC's Commitment to You for All Service Requests

Regardless of the nature of your service request, the TRC will follow these procedures:

- Your ticket will be created promptly and accurately
- You will receive an acknowledgement from the ticketing system for your request and will be provided a ticket number
- If the TRC is unsure about what you have requested, you will be asked to clarify

Progent strives to achieve excellent customer service and satisfaction with every issue we handle. If at any time you have questions, concerns, or compliments, we want to hear all of them.

Contact the TRC Manager

You can reach the TRC Manager, Jared Miles, at 408-240-9502 or Jared.Miles@progent.com. For a prompt service response, all support requests must be sent to 866-PROGENT (866-776-4368) or TRC@progent.com.

Thank you for choosing Progent.

URGENT REQUESTS

- One-hour response for urgent service requests including:
 - Outages that affect multiple people on your network
 - Technical issues that affect a key person in your organization
 - A critical application becomes unavailable

STANDARD REQUESTS

- Two-hour response time for standard service requests
- Accommodation for scheduled service response
- Requests for specific engineers may delay response based on the engineer's availability

SERVICE COMMITMENT

- Tickets will be created promptly and accurately
- Acknowledgement from the TRC ticketing system and the issuance of a ticket number
- TRC will request clarification if unsure of any service request

TRC BENEFITS

- Fast access to the certified expertise of a Microsoft Partner
- Issues can be escalated to a subject matter expert
- Full documentation of services provided allows you to track and budget for IT support costs
- Peace of mind knowing that your network is supported by the best IT services team in the United States