

TECHNICAL SUPPORT

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ISM Services, Inc. is an expert in delivering customized infrastructure workplace management solutions (IWMS) for our customers. We have hand-picked our staff with the appropriate experience and expertise that our clients seek. Additionally, we employ a staff that maintains the highest levels of security and are capable of performing services in highly secure areas of government.

When it is necessary, ISM leverages client support with the Global ARCHIBUS Business Partner community. ISM chooses strategic partnerships based on past performance and reputations in the community, selecting businesses that will provide the best partnership for each client, specific to their needs. We are prepared to expand our partnership in support of the TCPN Member Agencies as necessary, from within the Business Partner community, assuring that all partnerships provide TCPN Member Agencies with the same level of support that they deserve.

ISM support is managed through our main office location, in Carmichaels, PA, but calls and emails may be routed to our other location, remote employees throughout the US, or any of our strategic partners. Because we are able to work with other Business Partners, we are able to quickly respond to the customers needs.

ISM Support is categorized as follows:

PRIORITY LEVEL 1	Description	An issue that keeps a user from performing essential daily functions within the ARCHIBUS Application.
	Response Time	6 hours – Verbal acknowledgment of receipt of Technical Support Request and identification of Customer Service Representative (CSR) assigned to address the Technical Support Request.
	Resolution Plan	Immediately and continuously work until Error correction or acceptable Workaround is achieved. If acceptable Workaround provided, continue work during business hours to provide Error Correction unless otherwise agreed in writing.
	Escalation Plan	Escalate if no correction or acceptable Workaround provided within 24 hours.
PRIORITY LEVEL 2	Description	An issue that keeps a user from performing non-essential daily functions within the ARCHIBUS Application.
	Response Time	12 hours – Verbal acknowledgment of receipt of Technical Support Request and identification of Customer Service Representative (CSR) assigned to address the Technical Support Request.
	Resolution Plan	Error Correction or Workaround provided within 3 days. If acceptable Workaround provided, continue work during business hours to provide Error Correction unless otherwise agreed in writing.
	Escalation Plan	Escalate if no correction or acceptable Workaround provided within 3 days.
PRIORITY LEVEL 3	Description	An issue that does not impact a user's ability to perform daily functions within the ARCHIBUS Application.
	Response Time	24 hours – Verbal acknowledgment of receipt of Technical Support Request and identification of Customer Service Representative (CSR) assigned to address the Technical Support Request.
	Resolution Plan	Error Correction or Workaround provided within 1 week.
	Escalation Plan	Escalate if no correction or acceptable Workaround provided within 1 week.

SUPPORT TIERS

Tier 1: Customer Service Representative (CSR)

Tier 2: Software Solution Specialist (SSS)

Tier 3: Software Engineer (SE)