

The Issuetrak Professional Services team gives you access to resources that can help with configuration, training, usage consultations, and data services assistance. The Service Catalog listed below explains some of the services the team provides and cost. These services are not covered under your Maintenance Plus or Cloud agreement with Issuetrak. To discuss any of these services, please contact your Sales Engineer or contact Professional Services at 757-213-1350 for additional information.

## training

The Professional Services team offers two training options for your staff and users. Our trainers work directly with your staff to understand your business needs and teach your users how to configure and use Issuetrak.

### *on-site*

*\$1,600/Day*

On-Site services offer the most comprehensive training from our team. While on site our trainers can discuss site configuration, consult you on usage, and provide training to ensure you have the most effective setup of Issuetrak. Our trainers can provide User or Administrator training sessions, and meet with management to be certain your system meets the goals of your company.

Existing customers can also use this service to utilize in-depth consulting, train new employees, expand usage across departments, and optimize their current setup. All travel expenses are the responsibility of the customer.

### *jumpstart*

*\$1,200/4 hours*

This web based training provides you and your administrators with a guided tour through Issuetrak. Conducted in two, two hour sessions, our trainers will explain the features and settings in Issuetrak and assist you in configuring the site as they train you. They focus their presentations around your individual business needs and are flexible enough to divert from their planned training session to answer questions or provide examples to you during the training. The sessions are normally conducted by web meeting, but can be conducted at our offices in Norfolk, Virginia or as part of an On-Site engagement.



## consulting

The Professional Services team is often asked to conduct consultations to discuss Issuetrak and its relation to the customers business. Whether we discuss expansion, features, or usage, we allow you to tap into the knowledge and experience our team has to offer to make your experience with Issuetrak better.

The Issuetrak API is available to allow you to integrate Issuetrak with other systems, but requires programming resources not provided by Issuetrak. To assist, we offer consultations with a Developer to provide assistance as your resource programs the interface.

### *tune up*

*\$400/2 hours*

Designed to help existing customers ensure they are getting the most out of Issuetrak. Potential topics for this remote session include: review of current setup, unutilized features, introducing Issuetrak to new Administrators, and discussing new business goals or needs.

### *consulting hours*

*\$200/hour*

Web-based consulting allows customers to engage the Professional Services Team and draw from their experience and product knowledge. Discuss in depth configuration issues, assist with implementing process management, train users, learn about additional features or discuss any topic of interest as it relates to Issuetrak usage.

### *api assistance*

*\$200/hour*

Customers who want to use the Issuetrak API to integrate Issuetrak with other systems may require assistance from our developers to program and set up the API. Our resources will help you understand how to program to the API and how the Issuetrak database works.

