



CUSTOMER CARE SUPPORT

What you can expect from our technical support team

We work hard to make sure you have the support you need, when you need it. Whether on the job site or in the office, we can help! Depending on your support package you'll have access to:

- **In-House Experts**
 Our support team acts as an extension of your business. We'll work in collaboration with your internal teams to transfer knowledge, solve issues, and build expertise between teams.
- **Designated Technical Team Leaders**
 Topcon Solutions offers management team leaders to proactively monitor open tickets, lead account reviews, and manage escalations. They'll also act as a technical liaison to gather feedback and champion needs and goals internally to ensure your team and business remains productive.
- **Enhanced Customized Support, Training & Consultation***
 We provide a variety of options to further support customers who choose to take the next steps in product implementation, workflow processes, and customized applications to improve business development.

**additional fees may apply*

FEATURE	STANDARD	PREMIUM
Response time	2 Hour	Priority
Unlimited phone & email technical support	✓	✓
Remote desktop assistance	✓	✓
New customer & annual guided account navigation	✓	✓
10% discount on public training classes		✓
10% discount on consulting & custom training		✓
Unlimited access to Solutions U		✓
Autodesk® Briefcase tools plug-in <i>(Autodesk customers only)</i>		✓

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