

You'll partner with SortLogic® for our software tools. But our training, service and support won't hurt.



A good business partner never clocks out: the process of training, supporting and servicing value added resellers (VARs) never ceases. For us at **SortLogic® SYSTEMS**, helping ensure the success of our business partners – and their clients – is an unending process. It is a philosophy shared by each of our employees and the company alike.

That is why we developed the **VAR Support Management Solution**, a unique, feature-rich program to aid in supporting the licensed end-user customer. Support consists of **on-site training** of VAR personnel, **Level 3 support**, and our **VAR Web Portal**.

Our on-site training covers product installation, use of our software's logging and problem report facilities, and measures for providing comprehensive Level 1 and Level 2 support. We also train your team in the steps for escalating issues to SortLogic Level 3 support.

When escalated support is necessary, SortLogic's Level 3 support is available Monday through Friday, 9 a.m. to 5 p.m. CST via telephone, e-mail, and our VAR Web Portal. Providing end-to-end problem resolution, SortLogic responds to Level 3 support requests in an average of just one business day.

Our VAR Web Portal offers business partners a wide range of online information and services, including access to our Knowledge Base; software downloads for patches, updates and beta products; incident creation and tracking software; e-mail notification of changes in status to incidents; and a tool for requesting software enhancements.

All of this makes SortLogic SYSTEMS an all-around intelligent choice for VARs. To learn more about the training, service and support program from SortLogic SYSTEMS, or our software products, visit us online at www.sortlogic.com or call 214-929-0009.

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