

DAZEL Customer Support, Consulting and Training Services

At DAZEL, we are committed to insuring your success with the implementation of DAZEL products in your organization. DAZEL provides comprehensive customer support, consulting and training services to maximize your investment in DAZEL. With our trained service staff, and access to DAZEL developers and engineers, DAZEL's Professional Services Group can minimize the time to deployment with DAZEL in your computing environment, and leverage your existing infrastructure to capitalize on DAZEL's capabilities across the enterprise.

We've produced this catalog to help you select the right mix of support, consulting and training services to insure your successful installation and use of DAZEL. So, whether you're interested in getting started, training system administration staff, or finding answers to questions, the available support, consulting and training offerings are outlined in this catalog.

Customer Support

Standard Support Package

DAZEL's Standard Support Package is provided as part of the DAZEL maintenance and support agreement. With the Standard Support Package, customer support representatives are available from 7:00 a.m. to 7:00 p.m. Central Time, Monday through Friday, except company holidays, to answer questions regarding product use and to assist with problem identification. Customer Support Representatives also provide assistance ranging from installation advice to advanced tips and techniques for using DAZEL.

Extended Support Package

DAZEL's Extended Support Package can be purchased to extend the level of Customer Technical Support available from the Standard Support Package. Extended Customer Support provides technical support and critical problem resolution 7 days a week, 24 hours a day, including company holidays.

For more information on renewing your DAZEL Support contract, or to purchase an Extended Support Package, contact your DAZEL sales representative.

Consulting Services

DAZEL provides a full range of consulting services to help you leverage your investment and more quickly realize the benefits of DAZEL, particularly when integrating with your existing applications and infrastructure. Our expertise in implementing distributed output management systems is unparalleled in the industry. This experience, along with our expertise in DAZEL, gives you a valuable resource to jump start the effective use of DAZEL.

DAZEL provides standard consulting options as outlined on the following pages. Additionally, DAZEL's consulting organization is prepared to address unique requirements, such as developing new supervisors for unique output devices or developing integration packages for your specific applications.

