



SD: Support and Development Supporting you

txtNation customers have all the resources they need to get the most out of our feature packed services.

Training and Support

For too many companies, helpfulness stops once the sale is made.

At txtNation, it's just the beginning. Here is an overview of the support you can expect, at no extra charge, when you choose the txtNation advantage.

We answer the phone

Our average hold time for account management and ticketing is below 2 minutes.

JUMP-START Your Service Initiative

Our innovative and award winning Control Panel Program is txtNation's deployment tool for customers going live with their first initiative. With modules organised according to functional groups, it's easy for clients to find the services that are relevant to them.

"customers love this high-touch channel... solves their issues in real time."

We're Dedicated

You would think that any company worth its salt would be good at maintaining its own customer relationships. At txtNation, we think it's a great way to evaluate a provider for your services.

That's why we provide a named account manager for every customer. Your account manager will be your advocate and will always be there for you. That is, if you can't get all you need from our **24-hour support**, available every day, for all users.

Real-Time Support for All

txtNation offers support 24 hours a day, every day, for all users, not just the IT contact or project leader. After all, IT members or service reps are the ones actually using the application. With txtNation, anyone can log an incident or get in touch via email. Our customers love this high-touch channel because it helps them solve their issues in real time.

Service Level Standards

Probably the best support is the support you don't need. txtNation is **the only hosted provider** of it's type that guarantees service level standards in writing:

- More uptime
- Free, global, 24/7 support via multiple channels
- Rapid incident response and resolution times

Tailored to You

With the simplicity of our products, we don't think you'll need much customisation. However, we do offer professional services at a very competitive rate for those customers who require them. Please contact us for more information.

Customised Training

While all txtNation's solutions include comprehensive support, guided deployment and dedicated account management, for some customers we recommend customised on-site training to meet their unique requirements. We can facilitate this via net meetings, conference calls or face to face meetings. These services are available on request for an additional fee.

Q: So, how much does txtNation's world-class support and services cost?

A: Less than your contract mobile phone bill!

When you utilise the txtNation advantage, you get:

- Amazing affordability
- Great value
- The best Service Level Agreement in the industry
- Free 24x7 customer support

Talk to txtNation today.

See more online: www.txtnation.com/sd.

Supporting you

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