



Accelerating Success

YOU DESERVE A PEACE OF MIND

● TECHNOLOGY IS NOT ENOUGH

With limited budget and time, it's difficult to maintain, let alone build, expertise for your custom signing & contracting software automations. Your resources are better spent realizing the benefits of automation in the resulting operational efficiencies.

● KNOW WHERE TO BEGIN

You should be able to hand off the maintenance of your solution to somebody to manage it, without having to train any team members or hire a person devoted to the task.

● KNOW HOW YOU'LL WIN

We provide signing and contracting on-call HelpDesk support to address questions and administrative revisions for your custom-built automations.

You developed a new digital strategy, set the right benchmarks, developed the final solution and deployed.

Now, who'll maintain your systems?

Solving your contracting and signing needs shouldn't just include a piece of technology or a tool.

It should include all the support necessary to address questions and revisions necessary to help with a smooth rollout, including additional training, clarification on system usage, configuration changes and administrative revisions.

Dedicating time and budget to training

your staff on maintaining these systems takes away the very resources you want to save and use to grow your business.

With our signing and contracting platform experts, trained on addressing your questions and request for the custom solutions we build, you can direct your staff to focus on growing your business instead of administering these systems.

3 Easy Steps to Support

Your time is of great value.

Our goal is to efficiently setup a support team to address on-call Help Desk request on your custom signing & contracting solution post deployment.

Site Maintenance Services (SiMS) Data Sheet

Before meeting your assigned ValTeo support team, our staff will review the custom developed solution we built as well as your specific needs with them and set up an introductory, remote call with you and your staff.

During this introductory call, we'll review your specific needs and provide an overview of the

3 Easy Steps to Support:

- Kickoff & Introductions
- Maintenance / Service Request Process
- How to Review Maintenance / Service Resolutions

Typical Timeline

Typically, your team will be assigned, and the support starts within a week from purchase. If purchased at the time of solution development, support will begin immediately at the time of final solution rollout.

Our Promise to You

...is to support your custom solution with adoption in mind:

- You'll have a direct phone number and email address for your support team, with an assigned lead dedicated to address your needs
- Your assigned team member will have expertise on your custom solution and signing software of choice
- You'll have a guaranteed response from a live support personnel within 2 business days, often in less than 1 business day
- You'll have a report of all hours purchased, how they were used and how long each activity lasted
- You'll always have continuous access to support for as long as you need it for as many hours as you'd like to purchase
- You can switch between the available support packages at any time & roll over any unused hours to the new plan
- You can roll over your hours from month to month and manage as you see fit for the duration of your package

Available Options & Pricing*

Annual cost for each maintenance package is listed below:

	Entry	Business	Enterprise
Annual Cost	\$4,776	\$10,740	\$39,600
Total Available Hours	24 Hours / Year	60 Hours / Year	240 Hours / Year
Hours / Month	2 Hours / Month	5 Hours / Month	20 Hours / Month
Solution Configuration Changes	X	X	X
Template Development (where applicable)	X	X	X
Training	X	X	X
Adoption Tracking	X	X	X
Support Process Improvement	X	X	X
Additional Hours Available for Purchase	2-Hour Block \$398	5-Hour Block \$895	20-Hour Block \$3,300

* Excludes development hours. Services will be provided remotely.

Additional hours can be purchased for each package at any time.

"We received solid guidance and support as we presented challenging business requirements in re-configuring multiple enterprise processes. We cannot emphasize enough how much we value not only the support we received but also the tremendous efficiencies and process improvements the team helped us build."

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