



# CivicEye | Tech Support & Client Success

## 100% Domestic Support, 24/7

Maximize your software use with ongoing training and tech support.

CivicEye understands that even the best software encounters hiccups along the way. That's why we prioritize Client Success and Tech Support and have a world-class team of 100% domestic, U.S.-based employees—always there when you need them.

Our commitment to Client Success and Tech Support means that your criminal justice or public safety agency can rely on us to swiftly address any issues or challenges you encounter while using CivicRMS. With a dedicated team of Client Success employees, we are always ready to provide the support and assistance your agency needs to better focus on our shared mission to improve community outcomes.

### Core Benefits



#### Ongoing System Updates

- Benefit from ongoing system improvements from CivicEye's engineering sprints.
- Reference our library of videos & manuals on the latest system updates.



#### 24/7/365 Support

- Access Tech Support around the clock, every day.
- Get assistance via chat, phone, and email whenever, and wherever, needed.



#### Regular Training Opportunities

- Enhance product knowledge with in-person and digital training courses.
- Stay updated with the latest product features and improvements.



#### Continued Partnership

- Engage in ongoing communication with Project Managers.
- Share system suggestions with our team during quarterly business reviews.

Schedule a demo to see the CivicEye platform in action or visit [www.civiceye.com](http://www.civiceye.com) for more information.