

### Introduction

The purpose of this document is to provide a framework by which the Technical Support group provides client support services.

#### **Technical Support Mission Statement:**

*The Technical Support Department has been trained to provide expert, timely assistance with the use of The Bridge Network's software suite for Dental Professionals. This includes Tracker, ChairSide Imaging, ChairSide Charting, EDI-Track (CDAnet to send claims to Insurance Companies), Tracker Reporter and TWord (letter writing module) and all other software provided by The Bridge Network. The Technical Support Department will assist with the installation of our software package and/or the configuration of the provided utilities, for general use.*

### Support Issues Not Covered by TBN Technical Support

Clients covered under our Technical Support agreement are entitled to receive modem (via pcAnywhere, LogMeIn or Crossloop) and telephone support, fee guide, and software updates at no additional charge; however, **Tracker Technical Support does not cover the following items:**

- Setting up Backup software (other than BackTrack) or other third-party software including Operating Systems;
- Data recovery from Backups or failed hardware systems (other than BackTrack);
- Third party products (Accounting packages, Word, Excel, etc.);
- Setting up printers;
- Setting up 3<sup>rd</sup> party software/Internet;
- Setting up the network/shares/printers;
- Time that is billed by the hardware vendor for their on-site time/assistance;
- Assistance handling problems between the CDAnet and the office only;
- On-the-phone training;
- Non-standard configurations of the network and/or TBN software
- **Installing TBN Software at home (this is in Violation of your License Agreement)**

Support can not be provided to clients who are not on an active support contract.

### Response Times

Our commitment is to provide a timely response to calls on a first-come-first-served manner. Emergency situations are given precedence and responded to ASAP. As a general rule, it is our goal to get back to clients in no longer than 15 minutes. Of course, there are circumstances where this may not be possible, and in these cases, outstanding calls are prioritized and emergency situations are taken care of first. Clinical software (especially where digital radiography is involved) is given top priority since this most adversely affects your ability to be productive.

### Support Operations

#### *Hours of operation*

**Hours of Operation:** 8:00 A.M. to 6:30 P.M. Monday - Thursday and 8:00 A.M. to 5:30 P.M. on Friday EST, excluding statutory holidays in the province of Ontario. After hours and weekend calls are remotely monitored and responded to in Emergency situations.

As of September 2011, the hours of operation as listed above are the current Technical Support hours. The above times are subject to change without notice. We are closed for statutory holidays. Upcoming holidays can be found in our quarterly newsletters.

### Tools used to Support our Clients

To perform our day-to-day activities, these are the most common tools our Technical Support team has to handle client calls:

#### **Clientele**

Clientele is the program used to log all technical support related communications with clients.

#### **E-mail**

E-mail is a tool that is becoming increasingly popular with our clients, and as such is becoming an acceptable means for correspondence with our clients. Support can be emailed at [support@bridge-network.com](mailto:support@bridge-network.com). It is recommended that high priority issues be phoned in for best response times.

#### **Frequently Asked Questions (FAQs)**

FAQs are used to handle common questions that require a great deal of detail or to provide answers to frequently asked questions. Referring to the FAQs is more efficient than continually explaining the answers to many of our clients.

#### **Remote Access**

Remote Access is a support tool that enables The Bridge Network to connect to client offices, transfer data, and gain remote control of a client computer when such action is beneficial. Remote Access is used to further resolve a call when it becomes apparent that you require direct access to a customer's data or system. Remote Access setup and configuration is a responsibility of the client's hardware vendor. Our preferred Remote Access method is via logmein.com over High-Speed Internet. However, other methods such as pcAnywhere, Remote Desktop, VCN, Logmein.com are acceptable.

#### **Stolen/Lost/Broken Computers**

The incidences of stolen, lost, and/or broken computers are not the responsibility of TBN. In these situations, we can be of assistance by recommending a hardware vendor if required and by sending the appropriate disaster recovery documents. Our online backup software, [BackTrack](#), is a tool that we recommend to our clients to enable them to recover from such disasters with minimal inconvenience.