

Why Choose LabTech®

REASON #

12

A World-Class Support Team That's Ready to Serve You

LabTech Software has **invested significantly** in scaling resources and processes to ensure the delivery of **world-class support**. We're proud that this initiative has resulted in **positive partner feedback** with satisfaction ratings that are **consistently over 95%**.

Technical Expertise

Our goal at LabTech Software is to deliver timely, effective and consistent support while providing partners with a positive experience. Our support team is staffed with highly qualified engineers and systems administrators with at least five years of experience in the IT services industry. After we've hired the best, we take it a step further and provide extensive training led by LabTech experts and original LabTech developers.

24/7 Support the Way You Want It

We know everyone has different preferences when it comes to support, so we give you a variety of options to get help:

- Email: support@labtechsoftware.com
- Phone:
 - United States: 877.522.8323 (*option 2*)
 - United Kingdom: 0844.544.1690 (*option 2*)
 - Worldwide: 813.397.4600 (*option 2*)
- Live chat
- Support forums
- Online documentation resources
- Training and support video library

Real Time Metrics

Get a true look into what our world looks like—good, bad or ugly. Our ticket metrics are displayed on our support homepage, so you always know current ticket volume, average resolution time over the previous 24 hours and average satisfaction rating over the previous 30 days. Visit support.labtechsoftware.com to see for yourself!



"I've always gotten first-class support. It's been very quick and reliable, and they've been very helpful."

Shannon Anderson, Senior Systems Engineer
Corporate Network Services

Visit **labtechsoftware.com/support-video** to hear what other LabTech partners are saying about LabTech Support.

Want to see it for yourself? Get your **FREE LabTech trial** today at www.bluesolutions.co.uk/vendors/labtech/free-trial or call **0118 9898 222** to schedule a live demo.

