

# Customer Support Guide

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**Revised Jan 2024**

Thank you for selecting Omnitracs' suite of products to improve the productivity, reliability, safety and compliance of your fleet. Our Product Support Team is committed to providing your organization world-class support with a focus on three main areas:

**People** – Our support team consists of product experts, many with field consulting and industry experience. We provide extensive and ongoing training for our employees to ensure our skills meet the dynamic and demanding requirements of our customers and are current in the areas of technology and industry best practices. Our management team has been certified from one or more of the following leading industry certification programs: ITIL (Information Technology Infrastructure Library), HDI (Help Desk Institute), and Knowledge Centered Support (KCS).

**Technology** – We utilize the latest technology in our remote diagnostic tools, customer communication and satisfaction surveys, and in our call centers itself, to make incident resolution as effective and efficient as possible.

**Quality** – We continuously refine our interaction with customers and issue resolution process to provide a prompt, friendly, and accurate response to all inquiries. Product Support utilizes surveys, periodic call and incident monitoring, and carefully reviews customer feedback to ensure the highest possible service levels are maintained.

## **When to Contact Us**

During the system implementation phase your account will be assigned a Project Manager or a Customer Success Manager. They will be your primary contact until the project is completed and a handoff occurs to the Support Team.

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## Support Hours of Operation

Our product support group is available 24x7x365. Normal business hours for our Tiered teams for non-critical issues for all services are between 6:00 AM and 6:30 PM CST Mon-Friday. After hours, U.S. holiday and weekend support for Critical or Severity 1 Events (such as production system is down or significantly impacted) provided via pager coverage.

**U.S. Holidays Observed** (dates vary by year, below are for 2024):

- New Year's Day (Jan 1)
- Memorial Day (May 27)
- Juneteenth (June 19)
- Independence Day (Jul 4)
- Labor Day (Sep 2)
- Thanksgiving (Nov 28)
- The day after Thanksgiving (Nov 29)
- Christmas Eve (Dec 24)
- Christmas Day (Dec 25)

## General Checklist Prior to Contacting Product Support

Before you log a support case, please ensure you have worked through the following checklist:

- Check if your question is addressed in the online help available or via our online knowledge available under **Support and Learning** within the application or via the **Customer Portal**.
- Reboot your wireless device or workstation. This simple troubleshooting step addresses many issues.
- Denote any other information that may be helpful such as any recent changes or updates made to your environment.
- Verify your database/network connectivity by contacting your organization's IT department. Determine if the issue can be replicated on a co-worker's laptop or desktop.

Finally, prior to logging your case, ensure you have immediate access to the following information:

- Omnitracs Case number (only if it's an ongoing issue).
- Steps you took before and after the problem occurred and if the concern is reproducible.
- The exact wording of any error messages and a description of what you were doing. If possible, please capture a Print Screen by holding down the Shift key and hitting the Print

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- Screen button and pasting into an email or Word document.
- Verify that you have the unit address number (for MCP50 or IVG units, on the back of the display- S/N# 10xxxx) for the affected hardware (if applicable).
  - If related to a 3rd party vendor (e.g. Drivewyze) any previous troubleshooting steps already attempted prior to contacting Omnitracs support.

### Telephone Support

Product support is available at **1.800.541.7490** and select the appropriate option on the phone tree to gain access to the applicable expertise team.

### Email Support

For non-urgent questions or issues please use the following email addresses:

**IVG Compliance items:** [essupport@omnitracs.com](mailto:essupport@omnitracs.com)

**Omnitracs One and Routing and Scheduling:** [ot1support@omnitracs.com](mailto:ot1support@omnitracs.com)

**SmartDrive:** [Customer.Service@smartdrive.net](mailto:Customer.Service@smartdrive.net)

**XRS:** [xrssupport@omnitracs.com](mailto:xrssupport@omnitracs.com)

Emails to these addresses will automatically open a new support case and you will get an email response indicating the case number for future reference. Please use this response email for any future correspondence on this specific case as it contains special reference numbers to route to the support technician assigned to the case. Customers will be notified of case resolution status by email or phone.

### Customer Success

For procedural, licensing, order, cabling and installation assist please contact a Custom Success Manager at [CSMHelp@omnitracs.com](mailto:CSMHelp@omnitracs.com).

### Product Upgrades

Omnitracs regularly releases firmware and Host updates which contain major features or bug fixes for our product lines. We also produce Service Releases on a periodic basis to address minor enhancements or bug fixes for our online products and services.

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In addition to the product updates detailed above, Omnitracs also reserves a maintenance window for the implementation of proactive system and hardware maintenance. Omnitracs will make every effort to minimize the number, duration, and operational impact of these service windows and will make reasonable effort to inform our user community in advance of any scheduled service interruption. If you wish to receive notifications, please contact our product support group or your customer support representative and request that notifications are enabled for your company's contact(s).

### Product Support Case Resolution Process

Regardless of your contact method for Product Support, each inquiry is assigned a unique case number which will be emailed to you to track its progress. If multiple issues are reported, a separate case number will be provided for each item, it is advisable to report separate issues in distinct email threads to avoid any confusion of issues. Often, the nature of the issue requires additional research and investigation, so the case will be assessed a severity based on the following criteria:

**Severity 1:** Production system is down or substantially impacted with no immediate work-around. You or another representative of your organization must remain available and provide access to requested information (e.g., logs, remote access) until the issue is resolved or a work-around is established.

**Severity 2:** Production system is moderately impacted but either a workaround exists, or the issue is not causing a major system outage.

**Severity 3:** Issue does not have a significant or immediate impact to the production system. Examples include a bug or a suggestion for a future release.

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## Service Level Priorities and Case Escalation Process

Service Level Priority	Severity	Initial Response During Business Hours	Initial Response outside of Business Hours	Communication Cadence until Resolution/Workaround or Release Identified
1	High	1 hour	2 hours	1-2 times per business day until resolution or workaround is identified.
2	Medium	1 day	1 business day	At least every week while case within support and during major milestones when with engineering.
3	Low	1 business days	2 business days	Informed at major milestones in resolution process.

High severity issues should always be called into our support desk for response times noted above and the fastest service.

If the issue cannot be addressed by our Tier 1 support team, they will transfer over all relevant data to the Tier 2 support team for continued investigation or possible escalation to engineering if code related. The engineering queue is processed based on severity and other factors. You will be provided a case number for your future reference and updated during major milestones in the resolution process.

Please note that while we will do our best to adhere to the priorities above, **the response timeframes should not be interpreted to be resolution commitments.**

Should you need to escalate a support case, the operations management team can be reached at [escalation@omnitracs.com](mailto:escalation@omnitracs.com), please also include your Account Manger the Customer Success Manager team if one is assigned.

## Product Feedback

As a premier solutions provider, we value product feedback from our customers. Our Product Feedback committee meets periodically throughout the year to review these items for possible

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acceptance into a future version of our software.

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