SECOND SERVER SUPPORT

TEST UPGRADES AND TRAIN NEW HIRES WITH RELIABLE SUPPORT

PREMIUM SUPPORT

The number-one priority for the Spillman Flex team is providing you with premium customer service to complement our innovative software solutions. When you purchase a second server for your Flex system, you also receive the same, reliable customer service and support that Spillman Flex is known for. A live Help Desk attendant provides immediate support for basic problems, and skilled technicians who are trained in specific modules and areas of expertise are readily available to help with more specialized issues.

TEST PATCHES AND UPGRADES

Making sure your agency's database is always working properly and that your critical data is readily available requires special care and attention. Flex's Second Server Support allows you to test patches and upgrades before installing new software. Your agency's administrators can determine beforehand how changes might impact data fields or screens once the upgrades are complete. With this extra notice, administrators can prepare agency personnel by making any needed workflow changes within their departments.

TRAIN NEW EMPLOYEES

New employees and officers hired at your agency can also benefit from having a second server on hand. The second server can be used to train new employees by giving them real agency data to work with, without the possibility of compromising the data in the main production server housed at the agency. This provides administrators with peace of mind during the training phase and helps new hires prepare more effectively to work with the software and data after training.

MOTOROLA SOLUTIONS