



search and rescue for your business system

If you're ever lost in the wilderness, a search and rescue team would come to your aid. When you seem lost with your business software you can rest assured that help is just a quick phone call away.

e2b technologies is committed to helping customers manage and grow their businesses by providing exceptional service supported by an experienced team of technology and application professionals. Our objective is to do everything in our power to ensure that you are completely satisfied with every service interaction you have with our team.

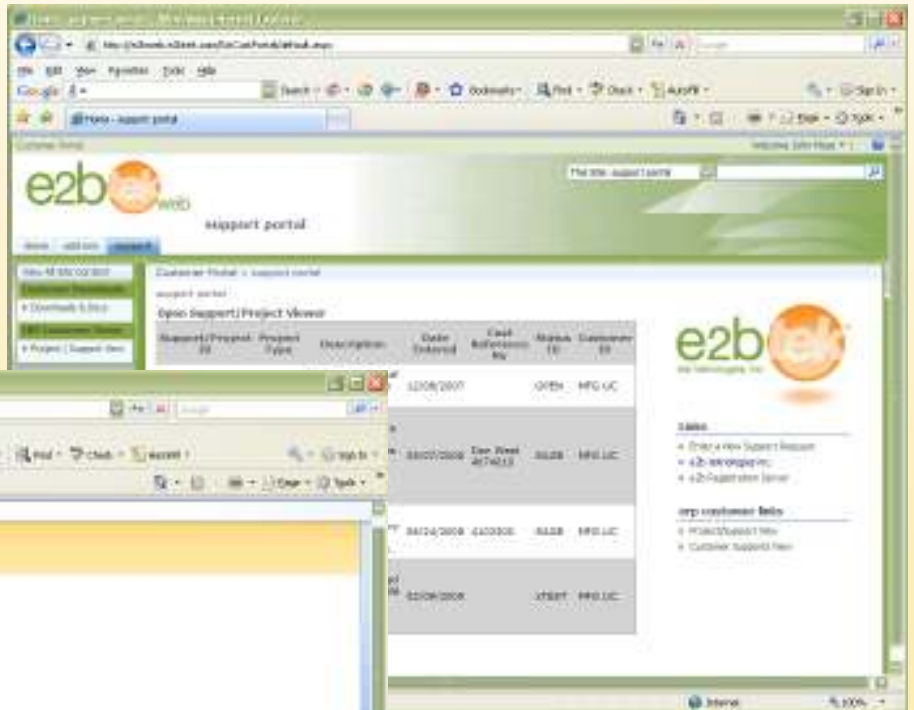
We provide support that is both appropriate to the issue and in the best interest of your business needs. While there are many topics that fall within the legitimate scope of our services, there are also topics which are best handled by other parties. Analysts help determine the appropriate resource to handle each support case, whether they are in-house or from the software publishers themselves.

Analysts document the question or problem, troubleshoot it, and work to rapidly resolve the problem within a reasonable timeframe (typically within one hour). We have a goal of resolving 75% or more of these cases on this first contact.

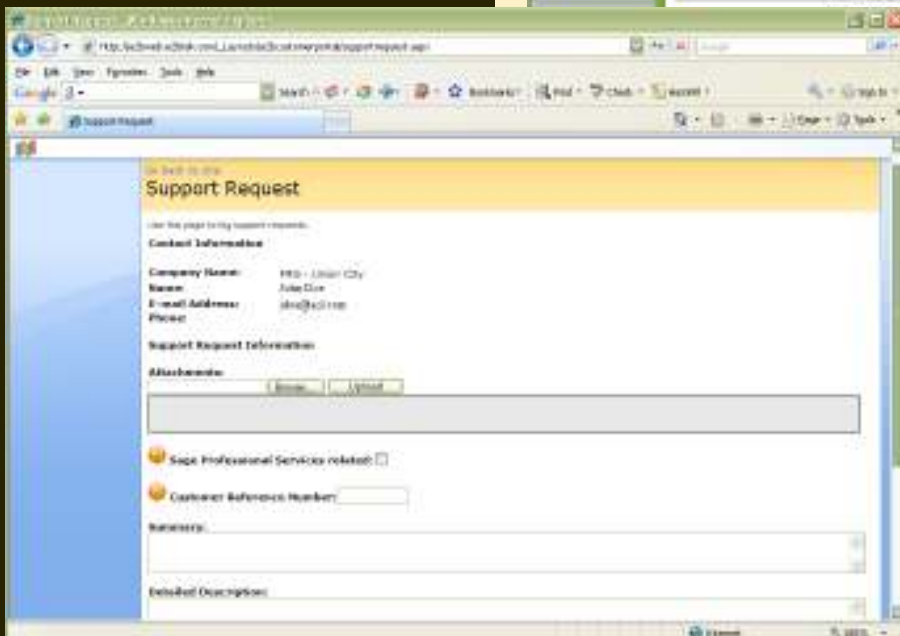
Customer Support Portal

e2b is one of the few partners providing an online customer support portal. Here customers can log new incidents and review or close incidents.

The portal also provides access to product information including installers and documentation. Resellers can access price sheets and marketing collateral from the portal while Anytime Collect and e2b 500 customers access product installers, service updates, and technical documentation.

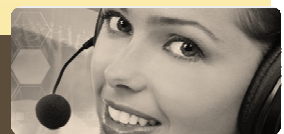


Customers can review open support cases via the customer portal. Links provide access to create new incidents and to close resolved cases.



your success lies not in the products you buy, but in the partners you choose

e2b technologies • 521 fifth ave. • chardon, oh 44024 • p: 440.352.4700 • f: 440.286.2092 • www.e2btek.com





" I can say that, so far, this is the best support experience I've had. I submitted some questions and issues after hours last night and they are already working on them. I look forward to completing this upgrade and moving on to other projects."

-Optrex America

Support Systems

To increase call center efficiency, we implement best practices from other award-winning support centers. Each support incident is logged into our project system. The incident is then assigned to an analyst who contacts the customer for more information.

Contact Information

Our support center is open Monday through Friday (except recognized holidays) from 8 AM to 6 PM EST. The customer portal is available 24/7 by visiting <http://e2bweb.e2btek.com>. Contact support at 440.352.4700 (Option 1) for urgent support cases.

experience counts

When you call e2b teknolojies, you can do so with the confidence of knowing you're calling one of the most respected customer support centers in the industry. We are able to maintain our world-class standards for customer service by recruiting the highest caliber individuals available. Our analysts come to us with experience in various areas of enterprise resources planning (ERP) and system administration. In addition, all personnel work in our quality assurance department so they are familiar with many of the products that you use to manage your business.

customer and reseller support

We provide support to our direct customers using Sage MAS 500, Epicor, and SingleSource products, to resellers who sell our e2b 500 and Anytime Collect products, and to customers using our products who work with other partners. Customers typically contact the software publisher for first level support if they are on a maintenance and support plan. Our direct customers may also contact our support center for standard product support or for support related to modifications that we've made to their system.

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