



Naviant Services

Support, Enhance, and Expand Your OnBase Solution

Naviant provides a structured, multi-tiered approach to meet each customer’s support needs. We offer options that range from basic Time and Materials support to Managed Services options that allow customers to offload day-to-day monitoring and maintenance of their software solutions. Most of our customers take advantage of the benefits provided in our Managed Services and Support Level Agreements.

How We Will Help You

- + You'll have a team of experts at your disposal to help keep your system functioning as expected
- + Contact us whether you have significant issues, need some simple advice, or just have questions
- + Communicate via phone, email, customer portal, or chat on your support issues.
- + Hyland Premier Solution Provider
- + Hyland 2023 Cloud Partner of the Year

Features	Naviant Customer	Support Level Agreement	Managed Services
Time & Materials Support	✓		
Access to Naviant Blog Membership	✓	✓	✓
Access to Naviant Educational Webinars	✓	✓	✓
Unlimited Support Assistance	✓	✓	✓
Audit		✓	✓
Naviant Dashboard Bundle		✓	✓
Fixed Fee Support		✓	✓
35 Hours Of Upgrade Assistance		✓	✓
Discounted Support Configuration		✓	✓
System Admin <i>(like gaining an employee)</i>			✓
Proactive System Monitoring			✓
Daily/Weekly/Monthly System Adjustments			✓
Latest Dashboards Configured & Deployed			✓
Admin Training			✓
Updates to Existing Processes			✓