Naviant's Customer Support Team provides our customers with Enhanced Support to meet their system and business needs.

During normal business hours, Naviant's response time protocol is not to exceed three business hours for either a callback phone support, remote access or onsite support to resolve the issue; however, Naviant's standard response time objective is to respond to customer support inquiries within one hour.

Support Hours

Standard Business Hours
Monday - Friday
7:00 AM – 7:00 PM CT

Weekly Evening Hours
Monday Evening - Friday Morning
7:00 PM - 7:00 AM CT

Weekend Hours
Friday Evening - Monday Morning
7:00 PM - 7:00 AM CT

Overview

Phone, Live Chat & Email Support	Unlimited Support During Standard Business Hours
Standard System Upgrades	Upgrade requests to standard OnBase & ABBYY solutions every 12 months (35 hours)
24/7 Emergency Phone Support	Access to Team of Support Experts During Non-Standard Business Hours ($205/hr)
Discounted Professional Services	Reduced Support Professional Services Rates for Time & Materials ($175/hr during Regular Business Hours & $205/hr during Evenings and Weekends)

Included Services

Issue Review Check-Ins	Regular check-ins to review issues, projects and discuss topics regarding your solution
Wellness Checks	Proactive wellness checks performed on your solution
Naviant Live Chat Support	Unlimited chat support during normal business hours
Cloud Readiness Workshop	Dedicated workshop to outline the migration process and develop timelines for your journey to the Cloud
Comprehensive Briefing	Annual review of active projects, current system updates, and roadmap discussion
Access to Webinars	Access to our monthly educational webinars to increase your solution knowledge
Comprehensive Audit	A detailed audit of the current technical state of your system regarding efficiency/areas of improvement, and provides recommendations to ensure the future health of your w system (40-60 hours total)
Remote License Certificate Activation	Installation and activation of licenses
OnBase SQL Settings Verifications	Regular review of your database settings to ensure optimal performance
Custom Report & Dashboard Bundle	75+ custom dashboards and reports to monitor your solution and assist with its use
Hyland Recertification	Complimentary System Admin & Workflow Recertifications at annual Naviant Summit