



**Netintegrity Inc.**  
[www.Netintegrity.net](http://www.Netintegrity.net)

## Fully Intergrated Property & Maintenance Management Software

### Netintegrity Customer Service iTCare Principles

*We are committed to your success!*

#### **We do not stop until you satisfied**

Despite our efforts, there may be circumstances when things do not go as planned.

If that happens, these principles will continue to guide our actions as we work to resolve your issue.

#### **Customer Focused Excellence**

The Customer Focused Excellence Approach provides us with a set of actions that translate the desire to meet customer requirements into the means of exceeding customer's expectations.

We deliver cost effective solutions which are designed to assist your Users in their day-to-day environments. We stand for *integrity and customer service*.

#### **iTCare Commitment**

At Netintegrity, we strive to provide our customers with the highest level of service, which is why we have created the iTCare Commitment. These guidelines direct all of our interactions with you....

At Netintegrity we strive to provide customers with the highest level of service possible. This is why we implemented the iTCare Guidelines which consists of specific commitments we deliver on to our customers.

#### **One: Quality Customer Service**

When you contact Netintegrity for support, your team will work with responsive, knowledgeable and well-trained customer service professionals with combines experience in property management, accounting, system analysis, development, network delivery and infrastructure, hardware and security.

#### **Two: Ongoing Monthly Maintenance**

Netintegrity enhances both INFO-Tracker and user experience through a well defined support plan which includes monthly system maintenance, scheduled upgrades and service packs. All upgrades preserve your production system configuration.

#### **Three: Customized Account Configuration**

INFO-Tracker and INFO-Tracker support is scalable and can be configured to reflect your business requirements, internal resources and custom processes, letters and notices.

#### **Four: Integration with Other Applications**

We at Netintegrity understand that in some circumstances, customers may need to integrate INFO-Tracker with other applications and have been providing integration solutions for almost 20 years. To that end, Netintegrity offers industry standard-based integration capabilities and optional professional services.

#### **Five: Data Security**

Netintegrity understands that security is of utmost importance, which is why we provide multiple layers of data protection. In addition, INFO-Tracker role-based security provides your company with options for managing data access within your company.

#### **Six: Data Ownership**

Netintegrity recognizes that the data in your INFO-Tracker production system is your data. Should you plan to end your INFO-Tracker subscription, a variety of options are available for you to export your data.

#### **Seven: Proactive Communication**

We at Netintegrity make every effort possible to keep you informed. Our "What's New" publication provides announcements of new and upcoming system features and upgrades.

#### **Eight: Community**

We at Netintegrity listen very carefully and work closely with many of our users to ensure that at all times we are providing functionality that matters.

#### **Nine: Service Uptime Guarantee**

INFO-Tracker SaaS subscribers' agreement guarantees 99.99% network uptime outside the scheduled service windows. We are proud to guarantee your INFO-Tracker Property Management Solution 100% of the time uptime. Exception may apply should equipment failure were to occur.