

HelpLine

Convenience and peace of mind

Trimagic HelpLine provides subscribers with year round telephone and email support, for day-to-day queries relating to the functions and processes of your Trimagic solution.

The HelpLine service is your insurance policy; offering convenience and peace of mind by providing direct access to our help desk, to support your systems running smoothly and effectively.

Features & benefits

Unlimited number of queries. There is no limit to the number of queries you may submit via Trimagic HelpLine during the course of your annual agreement.

Rapid response. Most queries can be resolved with a straightforward email or phone responses and should be finalised within a 24-hour period or less.

Account management. All Trimagic HelpLine clients are assigned an Account Manager. Your Account Manager will initiate contact throughout the year to ensure you are maximising the benefits of your solution.

Additionally, your Account Manager is your first point of contact for general queries or issues which might require services over and above that provided by HelpLine, such as Consulting or Training.

Flexible options for Trimagic HelpLine

Desktop, Web or National Access

All of the following HelpLine access options are available on Inmagic and Trimagic products and services.

Desktop. A desktop HelpLine service is available for those customers with a single site, operating in a Windows based environment.

Web. A web HelpLine service is for those customers with a single site, operating in a browser based environment.

National. A national HelpLine service is available for customers who have multiple sites across the organisation, each requiring access to the Trimagic HelpLine service.

Defining HelpLine Queries

Trimagic HelpLine is designed to provide answers relating to the functions and processes of your solution in a standard deployment.

Most HelpLine queries can be addressed within a 24-hour timeframe. However, on occasion, queries may take longer to be resolved if they need to be referred to a third party such as the manufacturer. In these cases Trimagic would continue to actively manage the query until a resolution is reached.

Additional Trimagic Service Options

Other services offered by Trimagic that are not covered under our HelpLine service include:

Consulting. On-site and/or remote consulting depending on requirements.

Design & customisation. Services which ensure your system will fulfil all the necessary requirements of your business.

Training. Maximises the value of your investment. Training courses can be conducted either at your workplace, at our scheduled workshops in Lindfield, Sydney or via online modules.

Trimagic Data Centre. The Trimagic Data Centre is operated out of two Class 1 sites in Sydney. These sites have been accredited with the highest level of security. The data centre represents an efficient, cost effective and hassle free option for running your Trimagic solution.

Inmagic Maintenance. Is a service that provides you with technical support and all pertinent product upgrades, ensuring that you are using the most up-to-date versions of your products. Via Inmagic's Customer Extranet, customers on maintenance get exclusive access to the latest software downloads, service packs, technical support information and support knowledgebase to get the most out of your Inmagic technology.

About Trimagic Software

Information professionals have been using Trimagic software for over 20 years because our solutions are innovative and they work. We carefully consult with our clients to tailor a solution that will meet their individual needs and give them the skills necessary to take control of the system. Our applications are built on the Inmagic product platform to help you manage all your information requirements.