Noble® CARE
Expert Support When You Need It

When an issue arises, you need to know that your solution provider is committed to helping you get it resolved quickly and correctly. Noble offers support plans that fit the needs of all our clients, from basic support to an expanded package of support tools and services.

NOBLE
CARE

With a Noble support plan, you'll get the responsive, 24/7 assistance you need with routine or emergency issues. You'll also get all the latest features and tools, along with many additional value-added services. With combined hardware and software support, Noble CARE Advantage offers annual support plans that ensure the maximum functionality and reliability of your system as well as full protection of your technology investment.

Get Reliable Answers from Our Product Experts

The Noble CARE Support Team is made up of Noble Systems employees, not outsourced staff. The network of Noble Technicians possesses an extensive background in Noble's products and applications within live call centers, enabling them to deliver timely resolutions to the questions and challenges of our clients.

Receive 'Round-the-Clock' Support — 24|7|365

All Noble CARE clients have access to professional, courteous and knowledgeable service around the clock, 24 hours a day, 7 days a week, 365 days a year*. A toll-free telephone number, email and online portal connect you directly with the Noble Support division of trained technicans and analysts. Noble also offers a detailed escalation procedure for system emergencies.

Maximize Your Investment with On-going Client Management

Following the successful implementation of your Noble solution, your Account Manager will aid you in the transition from project management to customer support. The Account Manager serves as your Client Advocate at Noble Systems. As your business needs change, you are just a phone call away from honest, thoughtful and expert advice on getting the most out of your system and your entire call center operation.

*Noble's Standard Support Plan offers 24|7 support for emergency situations; non-critical assistance is available only during standard business hours. 24|7 support for non-critical issues is available with the Enterprise Support Plan.

Noble® Support: Enterprise

Noble® Support: Standard

- 24/7 Software/Hardware Support
- Toll-free Hotline
- After-hours Critical Support
- Formal Escalation Policy
- Free Software Updates & Enhancements
- Software Upgrades During Regular Business Hours
- Noble Guardian
- Remote Diagnostics
- Select Noble Users Group Membership

- Direct Access to Level 2 Support
- Dedicated Point of Contact
- Dedicated Support Contact During Implementation
- Access to Dedicated Sales Engineer Resources
- After Hours/Weekends Upgrades at No Charge
- Non-Critical Support/Maintenance 24/7/365 at No Charge
- Data Conversion for Upgrades at No Charge
- Discounts on Training

FEATURES

3.2019

✓ **Noble Guardian®**

The Noble Guardian module offers the ultimate in proactive system maintenance. This automated, diagnostic program performs an extensive and detailed examination of the system's components and software on a daily basis. If a critical problem is detected, Guardian immediately notifies the Noble CARE Support Team. This pro-active process occurs without a single service call from you — and before your business is affected.

✓ **Core Software Upgrades**

Core System software upgrades for the Noble products are included at no additional charge with an active support agreement, ensuring that you always have access to our latest product features.

✓ **Remote Administration**

Noble CARE manages the majority of technical requests remotely as Noble technicians dial into your Noble server. This remote technology allows most system administration to be completed without the need to dispatch a technician to the site. Remote maintenance includes diagnostics, remote repair, upgrades, downloads and more.

✓ **Immediate Response for On-site Services**

Noble's Field Services Technicians are ready for departure to a client's site at a moment's notice. With an in-house travel manager and easy access to one of the largest airport facilities in the world, Noble Systems' technicians can be virtually anywhere in a matter of hours.

✓ **Users Group Membership**

To further aid our clients in maximizing their investment in Noble Systems, we sponsor SNUG — our Select Noble Users Group. The Group is focused on bringing our clients together for continual learning and networking opportunities.

✓ **Disaster Recovery**

In the event that you require disaster recovery, Noble maintains a full inventory at the corporate office to allow for immediate delivery and installation. As a value-added service of the active maintenance agreement, replacement parts are delivered and installed by Certified Noble Field Service Technicians.

✓ **Enterprise Support Plan**

The Enterprise Support Plan is an enhanced maintenance and support offering that goes above and beyond our standard support model to provide an extended level of service, offering: Direct Access to Level-2 Support; a Dedicated Account Manager; Dedicated Implementation Support and Sales Engineer Resources. The Enterprise Support Plan also includes No Charge support for After Hours/Weekends Upgrades, Non-Critical Support/Maintenance 24|7|365, and Data Conversion for Upgrades, in addition to Discounts on Training, and more.

> " The Noble product and the Noble CARE team are superior by far. Based on past experiences with other vendors, we were not used to callbacks, let alone quick callbacks with a resolution. We have been very pleased with our experience with Noble Systems.

TRUST THE EXPERTS

SERVICE THAT KEEPS YOU UP AND RUNNING.
You can depend on Noble's outstanding and responsive client support to provide you with the services you need, when you need them.
Let us show you how.