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Operational Services

TDI understands the importance of supporting its customers throughout the entire business cycle – from the purchase process, through deployment and on through normal daily operation.

To ensure that the experience of owning and operating your Liberation system is exceptional, TDI offers a comprehensive range of services. These services are available to assist you in all aspects of system design, implementation, and management, and include the following:

- ✦ **Professional Design and Development Services**
 - ✦ TDI Project Review
 - ✦ Kick-off Meeting
 - ✦ Application Development
 - ✦ Project Management
 - ✦ On-site Installation and Training
 - ✦ On-site Agent Training
 - ✦ Post-installation Call
- ✦ **Educational Services**
 - ✦ Operational training
 - ✦ Liberation Management Essentials
 - ✦ Advanced training opportunities
- ✦ **Customer Support**
 - ✦ Customer service 24 hours a day, 7 days a week.
 - ✦ Automatic Email Ticket Notification
 - ✦ Issue Escalation
- ✦ **System Maintenance and Repair Services**
 - ✦ Parts replacement
 - ✦ Remote diagnostics
 - ✦ On-site maintenance services
 - ✦ Software enhancements
 - ✦ TDI KnowledgeBase

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- ✦ Solution Architecture
- ✦ Industries
- ✦ Recording
- ✦ **Operational Services**
 - ✦ Professional Design
 - ✦ Educational Services
 - ✦ Customer Support
 - ✦ System Maintenance

Solutions Stats

- ✦ Any business requiring PCI certification from Visa can rest easy with Liberation's Payment Application Best Practices certified software
- ✦ Financial Services companies installing Liberation are doubling their collection business
- ✦ Service agencies are growing their client base with Liberation's industry specific solutions.