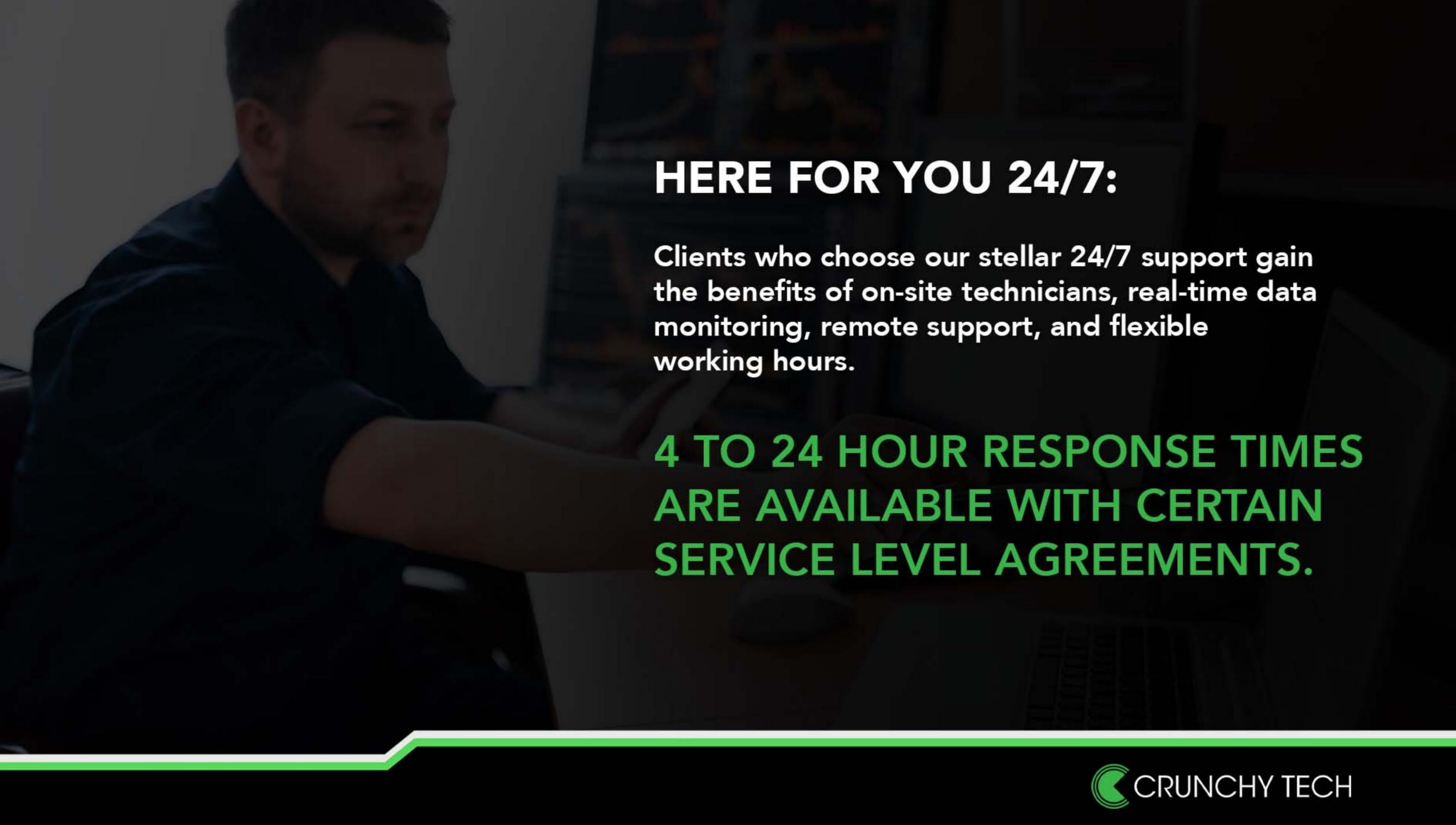# Our Support Process

CRUNCHY TECH

END-TO-END SUPPORT:

Crunchy Tech manages the installation, maintenance, and troubleshooting process for all our products and services.

Our remote support creates a cost-effective solution that saves our clients a ton of time and caters to all their technical needs.

HERE FOR YOU 24/7:

Clients who choose our stellar 24/7 support gain the benefits of on-site technicians, real-time data monitoring, remote support, and flexible working hours.

4 TO 24 HOUR RESPONSE TIMES ARE AVAILABLE WITH CERTAIN SERVICE LEVEL AGREEMENTS.

CRUNCHY TECH

Standard Support

INITIAL 30 DAYS

Crunchy Tech offers 24/7 technical remote support on all installations for 30 days from the installation date, with a 4 hour max response time.

PAST 30 DAYS

Crunchy Tech offers 9am-5pm (EST) remote support on all installations for 1 year from installation date, with a 24 hour max response time. (Likely responded to in 4 hours)

EXTENDED SUPPORT

Crunchy Tech offers 24/7 technical remote support for our clients that need support access at all hours. This has a maximum response time of 4 hours but is typically responded to in 1 hour.

*MULTI-YEAR PLANS AVAILABLE.

*ON-SITE TECHNICIAN SERVICES AVAILABLE AND BILLED SEPARATELY.

CRUNCHY TECH

KEEP EVERYTHING WORKING

Outsourcing technology troubleshooting, remote support, and return merchandise authorizations can eliminate our clients' need for in-house staff members. This empowers our valued clients to save time while being guaranteed satisfactory resolutions.

Crunchy provides technical resources for complex systems that need advanced troubleshooting to resolve. While each issue may not result in resolution without manual intervention, most issues can be resolved remotely within 48 hours with no hardware failures. Technicians are available when issues cannot be resolved remotely.

We also provide the option of advanced support-ticket reporting for metrics such as the most common issue and time spent resolving them, to improve the overall efficiency of our clients' staff and workplace.