



omnigo

EVERSURE

At Omnigo, the greatest contribution we make to our customers' success is ensuring their enjoyment and creative use of our products for life. Central to this belief is our commitment to providing customers ongoing access to the services and resources we know play a critical role in getting them there.



EVERSURE

Included with every product, Omnigo EverSure™ is a unique blend of ongoing training, consulting and support services that continuously protects and increases the value of your investment as your business evolves.

TRAINING

As your business changes, so do the people who use your Omnigo products. There's no need to rely on train the trainer or other internal efforts to keep everyone current. EverSure closes the knowledge gaps using these training tools.



NEW USER TRAINING

Live instructional training built using your unique and current product configuration. Each session begins with a high-level overview and introduction of concepts before easing into use case examples aligned to your specific workflows and performed live in the software.

REFRESHER TRAINING

Ideal for reacquainting infrequent users to the system or providing updated information when a significant change in configuration has been requested and implemented. Live instructional training is tuned to topics of most interest and performed live in the software.

OMNIGO UNIVERSITY

24/7 online access to a series of structured training courses designed to educate the occasional user as well as the system administrator. Each self-paced course includes instructional videos, engaging interactive content and mid-course quizzes to check for understanding.

CONSULTING

When new mandates enter the business, they often require you to examine and adjust your work processes for compliance. Don't leave anything to chance. EverSure can get you in alignment using these consulting services.



CONFIGURATION OPTIMIZATION

Live consultation that identifies how recent or planned changes in your business may require changes in the product's configuration to meet your objectives. Omnigo Professional Services members detail configuration recommendations and demonstrate steps for implementation.

SECURITY OPTIMIZATION

Live consultation that uses a roles and permissions matrix to document current alignment between existing access controls and your security policy. Omnigo Professional Services members detail configuration recommendations and demonstrate steps for implementation.

PRODUCT ENHANCEMENT AND INSIGHTS

Live scheduled online sessions introduce new product features and enhancements that help increase system use and value within the business. Product Engineers conduct the sessions in an interactive show, learn, and ask format so you make informed decisions regarding adoption.

SUPPORT

Everything runs fine until it doesn't. And that's when you need all the help you can get. EverSure offers you an assist any way, any time.



LIVE AGENT HELP DESK

Certified Omnigo Customer Support Representatives answer questions and resolve issues with you live, troubleshooting the system and guiding you step-by-step through the specific actions taken so your knowledge of the system and confidence grow.

24/7 EMERGENCY SUPPORT

Help Desk support outside regular business hours for Priority 1 issues that disrupt business operations. Certified Omnigo Customer Support Representatives work quickly to identify and resolve technical problems so you can return to normal.

24/7 ONLINE SUPPORT PORTAL

Secure web portal provides a set of self-service tools you can use to resolve issues right at your fingertips, including initiating and managing your support requests, accessing user and technical documentation, and downloading software updates.



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