

LEGENDARY TOGETHER

adjective

remarkable enough to be famous, very well known.

Remarkable:

adjective

worthy of being or likely to be noticed especially as being uncommon or extraordinary.

YOUR CUSTOMER SUCCESS TEAM

At FileOnQ, our company goal is to help customers move from ordinary to extraordinary so that they become Legendary within their own agency, with other agencies, and with the community they serve.

Your Customer Success Team is your dedicated partner to help ensure that you achieve extraordinary success. Each Customer Success Team is made up of three specific roles to be your ongoing guide and resource on your journey to Legendary status.



Product Specialist

Has an in-depth understanding and knowledge of our FileOnQ software capabilities and will help your agency see a clear vision of the tailored solutions available to you both now and in the future.



Technical Engineer

Keeps everything running like a well oiled machine... Works with your agency's IT staff to make sure that all the technical aspects of a successful solution are completed on time and without a hitch. (After all, we want your IT staff to achieve Legendary status too).



Subject Matter Expert

Is your guide - someone who has "been there, done that" in law enforcement and used FileOnQ software solutions to bring extraordinary results to their own agency. With this knowledge and experience, they will work with you to tailor a solution that meets all your unique needs and exceeds your expectations.

A Customer Success Team Provides

- Project Management – from Proposal to Implementation
- Configuration and Tailoring (Profiling) of Your Software Solution
- Initial Training of End Users, Administrators, and Officers
- On-going Customer Support
- On-going Technical Support
- Passes Your Product Enhancement Suggestions to the Development Team
- Answer your "How Do I...?" or "What's the Best Way to...?" Questions
- Refresher Training and Training of New Employees
- Updates on OnQ News and Future Events