

# “Always On” Customer Success Support Center



We're Always Here  
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**EPG**<sup>®</sup> | Ehrhardt  
Partner  
Group  
Smarter Connected Logistics<sup>™</sup>

## Dedicated Customer Care + Expertise

EPG provides the technical expertise and personal service you need when an issue arises. We understand that your warehouses don't stop operating overnight and on weekends, and we are dedicated to being there whenever you need us – even during third shift.



## Global Footprint? No Problem.

EPG has four technical service tiers to choose from so that our global customers receive consistent, trusted support ensuring that your warehouse in Miami gets the same speedy response as your warehouses in Malaysia.



## The Benefits of “Always On” Support

- Resolve mission critical issues quickly anytime, anywhere
- Access non-emergency technical expertise when and where you need it
- Gain access to all major and minor releases, installed remotely by the EPG support team
- Optimize your EPG solutions with help from our supply chain experts



# Customer Support and Technical Service Tiers

Hotline & Online Support	Standard	Gold	Platinum	Diamond
Our support engineers provide technical assistance on the entire EPG suite of solutions – just choose the tier that meets your needs	Online Ticket Submission Mon-Fri 8am to 6pm Eastern Except US Holidays	Online & Hotline Ticket Submission Mon-Fri 8am to 6pm Eastern Except US Holidays	Online & Hotline Ticket Submission Mon-Fri 8am to 9pm Eastern Except US Holidays	Online & Hotline Ticket Submission  24x7x365
Service Response Time by Level	Standard	Gold	Platinum	Diamond
<b>Level 1:</b> Faults or problems impairing the operation slightly, e.g. problems with non-core auxiliary programs	Electronic response within 1 business day	Live response within 1 business day	Live response within 1 business day	Live response within four (4) hours
<b>Level 2</b> Faults or problems impairing the operation considerably, e.g. problems with important system server application components	Electronic response 1 business day	Live response within 1 business day	Live response within 1 business day	Live response within four (4) hours
<b>Level 3</b> Faults or problems which completely block the operation, e.g. servers/services	Less than 1 hour	Less than 1 hour	Less than 1 hour	Less than 1 hour
Customer Support & Service Benefits by Tier				
Number of annual support tickets included	20	50	Unlimited	Unlimited
Number of authorized support contacts	3	5	10	20
All major & minor software releases as outlined in the Support Agreement remotely installed by EPG	✓	✓	✓	✓
Access to EPG online knowledge center	✓	✓	✓	✓
Optional Services*	Standard	Gold	Platinum	Diamond
<b>Onsite troubleshooting</b> Tickets that cannot be resolved by phone or via remote online access will require an onsite visit by an EPG technical professional*	✓	✓	✓	✓
<b>Change Request</b> Modifications & functional upgrades of the existing scope of work (SOW) are performed upon the request & approval of additional costs by the client	✓	✓	✓	✓
<b>Onsite consulting/support</b> Upon request, an EPG Solution Specialist can arrange to visit your location	✓	✓	✓	✓
<i>*Optional services are invoiced on a time &amp; material basis plus travel expenses</i>				
<b>Hardware maintenance agreements</b> Three (3) & five (5) year agreements covering repairs for Voxter Elite, Voxter Scan Elite & VoiceWear				

# About Ehrhardt Partner Group

Ehrhardt Partner Group (EPG) is the leading global provider of supply chain execution software solutions for smarter logistics management. With deep industry expertise and comprehensive logistics solutions, EPG can optimize any warehouse – from manual to fully automated. EPG’s highly configurable and scalable logistics solution, LFS, delivers Tier I functionality and runs on all technology platforms, providing business flexibility and independence. The Company’s Lydia Voice solution also helps further improve overall productivity and increase order fulfillment accuracy without requiring users to go through voice training like older voice solutions. EPG is the only company to develop and implement its own best-of-breed warehouse management, warehouse control and automation, transportation management, and voice solutions.

For more information on Ehrhardt Partner Group, visit [www.epg.com](http://www.epg.com).



**Ehrhardt Partner Group**

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