

Support Services

“I encourage people to call the Global Help Desk when they ask me questions. I tell them I have learned a great deal from the support team.”

Rebecca Keppy, Auditor
Army Audit Agency, Dept of Defence, USA

SERVICES	PREMIUM	STANDARD
<p>Global Help Desk, 24X5, M-F Contact ACL Support Specialists for fast results and unparalleled technical service when you need it. Your partners in audit analytics, our Global Help Desk professionals can help you save time and achieve your business objectives.</p>	✓	
<p>Support Requests and Status Tracking Committed to responding to you within one business day, our enhanced online Support Request form enables you to provide more details about your challenges and objectives so we can serve you faster and offer better customized solutions. With Status Tracking, you can view, update or reprioritize your active incident requests.</p>	✓	
<p>AuditNet® 12 month Premium Subscription AuditNet has been a valued source for audit resources for over 15 years. Now receive at no extra cost an annual Premium AuditNet subscription for each licensed user. This is a value of up to \$125 USD per user. You receive access to over 500 audit work programs, a monthly newsletter, a resource list containing over 1200 online audit resources, and vertically-based user-populated content. Increase your abilities, save time and fill the skills gaps in your team with resources and best practices at your fingertips.</p>	✓	
<p>Online Learning Access on-demand learning modules 24X7, at your convenience. Review self-paced lessons and flash demonstrations and learn new ways to apply <i>ACL</i>.</p>	✓	
<p>Toll-Free Hotline Access our toll-free hotline, 24 hours a day, 5 days a week, to get the answers you need, when you need them (North America and Europe Only)</p>	✓	
<p>Multilingual Support Take advantage of our extended hours for multilingual support services – get your answers faster in English, French, German, or Spanish.</p>	✓	✓
<p>Global Help Desk, 9-5, M-F Get answers from front-line customer Support Specialists, during your local business hours – resolve your technical issues.</p>	✓	✓
<p>Software Releases Protect the value of your investment – with immediate access to product upgrades, new releases, localized editions, and up-to-date documentation.</p>	✓	✓
<p>Knowledge Base A must-use reference tool containing hundreds of tips and best practices to help you successfully access data, combine commands, create scripts, and achieve better results. Discover new techniques for finding duplicates and testing for gaps.</p>	✓	✓
<p>User Forum Share best practices, discuss strategies, swap techniques, and exchange experiences with <i>ACL</i> users around the globe.</p>	✓	✓
<p>Take Command!™ Stay current with product news and industry developments, discover how organizations are applying <i>ACL</i> solutions for exceptional results, and learn new tips and techniques that can help you streamline your analysis.</p>	✓	✓
<p>Information Updates Immediate access to up-to-date product manuals and bulletins empower you to deploy the new functionalities and innovations of the latest software releases.</p>	✓	✓



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