

Join Total APM's I3 first-level support program!

I3 first-level support program:

Have a question on I3 usage? Having problems interpreting I3's output? Received an error message you don't understand? Not sure if I3 can perform a specific task? Join Total APM's I3 first-level support program and get the benefit of calling/emailing Total APM with your questions. Total APM will typically reply within 24 hours. Your question would be addressed by email, phone or webex. In cases, where Total APM identifies that Symantec support's involvement is necessary, Total APM might gather the required information and contact Symantec support on your behalf (depending on availability).

The I3 first-level support program is designed to provide your company with quick response provided by a professional I3 specialist, while minimizing the time you need to spend.

Why Total APM?

With more than 15 years of experience working for Precise/Veritas/Symantec, Total APM's director, Eyal Markovich, is one of the industry's foremost experts in Symantec i3. His past experience in developing Symantec i3 and working with Symantec customers gives him a unique expertise not only in i3, itself, but also in application technology (e.g. Oracle, MSSQL, .Net, Java etc.) as well as customers' applications and requirements.

Total APM helps hundreds of customers via its I3 user group www.AskEyal.com

Make Total APM your preferred VAR

Total APM is a true *Value-Added-Reseller*. Total APM helps you get the most out of Symantec i3 system.

Why you need I3 first-level support

While most companies realize the importance of professional consulting for I3 installation and knowledge transfer, successful I3 implementations require more. Once the I3 consultant engagement is over, your team faces the challenge of getting the most out of your new I3 investment. I3 is a powerful and sophisticated solution and will require an **ON-GOING USAGE** support: questions on how to use I3, best practices, understanding the data, implementation, etc. Total APM offers its first-level I3 support program to help you efficiently maximize the ROI from I3.

Note, this program does not replace the need for Symantec I3 maintenance SKU. Symantec support is the address for technical questions/problems/bugs etc. However, for I3 usage and first-level questions, you can now contact Total APM.

Program's Price:

- Program is FREE for Total APM customers.
- Purchase license or maintenance from Total APM to qualify for the program.
- Contact Total APM for other qualification options.

Some rules apply. Contact Total APM for more information.