



## Financial Services

# Post Production Services

**Wolters Kluwer Professional Services provides access to the expertise necessary to compete and thrive in today's challenging environment. Our team combines innovative thinking with unrivaled first-hand industry knowledge to offer our clients a wide array of Post Production Services.**

### Maintenance and support

Do what you do best to make your business grow and let us focus on day-to-day service and support of your implementation of Wolters Kluwer products. A team of consultants will be available to quickly assess and diagnose issues.

- Phone, email, and web support options and self-service support
- Customized after hour support for critical issues
- Enhanced response times
- Support model on custom implementation builds
- Issue escalation management
- Test software compatibility
- Training refresh for new and existing employees

### Hands free upgrades

Our Technical Consultants will be available to maintain, update, and support your integrated system to run optimally.

- Software upgrades
  - Increase in system up time and stability
  - Decrease in after hour support for IT/Support
- System tuning and optimization for improved performance
- Archive Management

### Quarterly business reviews

Our team of industry professionals will provide access to our powerful library of resources and tools. We will partner with your teams to navigate changing regulations and requirements to keep your business prepared and current.

- Quarterly support assessment
- Quarterly support visits
- Preparation for Federal Regulators

### Flexible pricing

Premier Services pricing can be customized and scaled based on the products implemented. Each core package can include a combination of Senior Technical Consultants, Subject Matter Experts as well as Program Directors as points of escalations. If interested, please reach out to your sales representative for more details.