

“Always On” Customer Success Support Center



We're Always Here
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E+P
GROUP ■ ■ ■
Smarter Connected Logistics

Dedicated Customer Care + Expertise

E+P 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.

E+P 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 E+P support team
- Optimize your E+P 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 E+P 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
Level 1: 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 1 business day
Level 2 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 1 business day
Level 3 Faults or problems which completely block the operation e.g. server 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 E+P	✓	✓	✓	✓
Access to E+P online knowledge center	✓	✓	✓	✓
Optional Services*	Standard	Gold	Platinum	Diamond
Onsite troubleshooting Tickets that cannot be resolved by phone or via remote online access will require an onsite visit by an E+P technical professional*	✓	✓	✓	✓
Change Request Modifications & functional upgrades of the existing scope of work (SOW) are performed upon the request & approval of additional costs by the client	✓	✓	✓	✓
Onsite consulting/support Upon request, an E+P Solution Specialist can arrange to visit your location	✓	✓	✓	✓
<i>*Optional services are invoiced on a time & material basis plus travel expenses</i>				
Hardware maintenance agreements One (1), three (3) & five (5) year agreements covering repairs for Voxter Elite, Voxter Scan Elite & VoiceWear				

About Ehrhardt + Partner

Ehrhardt + Partner is the leading global provider of supply chain execution software solutions for smarter logistics management. With deep industry expertise and comprehensive logistics solutions, E+P can optimize any warehouse – from manual to fully automated. E+P’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. E+P 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, visit www.epg.com.



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