

Journyx Customer Maintenance

Providing customers with solutions to any technical issue and upgrade benefits

Journyx offers annual technical maintenance to all customers. An annual maintenance contract gives customers unlimited technical support, free minor upgrades and a 50% discount on all major upgrades. Journyx wants you to have a positive and productive experience with its time-tracking and resource management solutions. If you have encountered a problem, we're here to help.

World Class Customer Support Team

Our support leadership team is a large part of what makes Journyx support successful. They've set a high standard for the rest of the support team to follow.

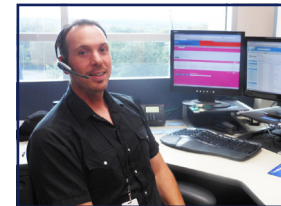
Meet Matt East:

Matt is a husband and father of three. He enjoys creating short films with his family. Matt says, "I have also been known to fire up the grill and cook a mean *insert meat of your liking here.* I find it rewarding to help a customer 'come in off the ledge.' It's hard work, but rewarding to know that I have helped both the customer and Journyx."



Meet Troy Kaczmarczyk:

Troy grew up in the Bay Area of California and moved to Texas about three years ago where he bought his first house. Troy says, "I've completely renovated the house and realized this is a new passion of mine. My other hobbies include wakeboarding, guitar and video games. I like working at Journyx because I enjoy solving both simple and complex technical issues for our customers. It has also given me a great opportunity to learn a bit of programming along with web design."



Quality Issue Resolves in a Timely Manner

We take pride in our ability to provide quality technical support in a timely manner. Once support has received notice of your issue, the case is documented and assigned to one of our support team members. Cases noted as urgent will be worked on immediately. If the case is not considered urgent, support will be in contact with you within 24 hours. No case is left unresolved; our work doesn't end until the customer is satisfied.

Convenient Support Availability

Customer support is available to customers with a valid maintenance contract Monday through Friday from 7:00am - 6:00pm Central Time.

Phone: **800-755-9878** (US and Canada) or **512-834-8888**

The Support Helpdesk allows customers to log in using their secure Timesheet information: <http://journyx.com/support/helpdesk>. If you're not a system administrator, you can still contact support via phone or by sending an email to support@journyx.com.

"...and I'm even more impressed by the commitment Journyx has made in making sure their customers' issues are resolved immediately."

- Marcella Perez, IT Governance Analyst, Newedge