TRIPSPARK CUSTOMER CARE SERVICES

STANDARD SUPPORT SERVICES

HELP DESK

- 24-hour, 7-days-a-week support (Agent attended Monday-Friday, 8 a.m. to 8 p.m. ET)
- Contact us by phone, e-mail, fax, mail or online at MyTripSpark.com
- Priority system helps us respond appropriately to your needs

MYTRIPSPARK.COM

- Online service and support resource for customers on support programs
- Track support requests and the status of reported issues
- Share information, discuss hot topics with other customers
- Online access to all our official documentation: release notes, quick reference guides, and more!
- Online training classes

EDUCATION SERVICES

- Wide variety of practical training sessions conveniently hosted online for 'anywhere access'
- Schedule of upcoming sessions available at **MyTripSpark.com**

USER FORUMS

- Quarterly user groups provide interactive sessions on current product design, future feature prioritization and sharing of best practices
- Ongoing online user forums provide peer-to-peer assistance
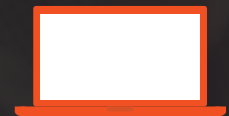
PRODUCT UPGRADES

- Interim product builds
- Standard software upgrades

HOW TO REACH US

1-877-411-8727
(toll free)

www.MyTripSpark.com

cc@tripspark.com

905-238-8408
(fax)

⊕ **www.tripspark.com** | ✉ **info@tripspark.com**

TripSpark

OPTIONAL VALUE-ADD SERVICES

HARDWARE AND SYSTEM SOFTWARE SUPPORT

- Hardware configuration and analysis procedures
- Hardware and third-party product installation (For hardware and third-party software support, we offer manufacturers' standard warranties)
- Network consulting
- Database administration
- Application hosting

USER CONFERENCE

- Annual User Conference that brings like minded clients together
- Multiple tracks including fixed route, demand response, school transit, rideshare, information technology, intelligent transportation systems (ITS), integration, Enterprise Asset Management
- Sessions and hands on training designed for all levels of expertise

SOURCE IN ESCROW SERVICE

- For clients that desire additional protection for their TripSpark products, clients are registered with a software escrow agent which guarantees access to the product source code

CONSULTING SERVICES

- Operations reviews
- Testing and analysis
- Health Checks
- Benchmarking
- Post-implementation adjustments or customization
- For more information about Customer Care Services, please contact your TripSpark Account Manager

MOVING >> << TOGETHER

TripSpark Technologies is a transportation technology company focused on helping Transit, Medical, and School operators increase service and access to transportation, improve customer satisfaction, drive revenue, and overcome operational challenges. We are not just a vendor—we are your long-term strategic partner, offering the latest technologies and providing exceptional support.

🌐 **www.tripspark.com** | ✉ **info@tripspark.com**

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