Support Philosophy

Here you'll find the process by which Catamarun coordinates and delivers its technical support responses to its customers. Our general philosophy is to:

- Provide the highest quality and fastest possible support directly to Catamarun customers.

- Deliver customer satisfaction; internally, the Catamarun support team is evaluated on their customer satisfaction metrics and are responsible for delivering consistent measured customer satisfaction.

- Ensure Catamarun authorized personnel are properly supported during field installations and troubleshooting activities, assuming the support request is in regards to a current on-location support plan.

- Effectively track and coordinate customer interactions and support activities.

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