

Unlock Simpler System Administration for OnBase End Users

Conquer the day-to-day and big-picture management of your OnBase system with a personal team of KeyMark system administrators.

It's all about the end user

Your OnBase end users are the first point of impact for any changes, upgrades, or malfunctions in your OnBase system.

Their satisfaction and opinions matter.



KeyMark's System Administrative Services pairs you with powerful resources and expertise to **proactively manage your OnBase system and advocate on behalf of daily users** without the cost, time commitment, and hazards of going it alone.

Take advantage of key Administrative Services features and transform your OnBase experience:

- **Equip yourself with a strong first-line** of administrators to proactively manage everything from OnBase users, security/access, metrics, and daily maintenance.
- **Install and test** your OnBase system with expert assistance and receive post-upgrade support.
- **Stop issues before they happen** with critical application monitoring and break/fix support for all users.
- **Collaborate with KeyMark and Hyland support teams** and engineers through your designated system administrators for issue resolution, upgrades, updates, migrations, and more.
- **Utilize a responsive ticketing system** to request, manage, and resolve additional support items in a timely manner.
- **Receive monthly reporting** of incidents, resolutions, outstanding support issues, and performance trends.

Plug into Platinum Support Services

When you equip your OnBase end users with the benefits of System Administrative Services, you also gain immediate access to Platinum Support, our highest level of customer care, at no extra cost.

Additional Benefits with Support:

- Unlimited phone, email, and secure online support
- Free recertification and attendance to support webinars
- Annual health checks
- Designated support contact
- Executive visits
- Steering committee
- Upgrade assistance and assurance
- Test and production environments

**For complete support features visit www.keymarkinc.com/support-overview/*



“I look at our KeyMark team as my mentors – always willing to teach me exactly what they did to fix a problem. I’m very happy KeyMark is our first line of defense.”



“Great communication and great overall OnBase knowledge. I really enjoy working with KeyMark. A great company with a great team!”



“Quick to respond and provides a well thought out plan for researching and resolving. They’ll bring in additional resources as needed.”

ENSURING YOUR SUCCESS THROUGH SERVICE

We’re easy to reach, quick to respond, and know OnBase like the backs of our many hands. As your OnBase partners and providers, we’re eager to lend our team of award-winning South Carolina-based experts for the benefit of your end users.



Ask your KeyMark representative about kick-starting your System Administrative Services program. To learn more about a You + KeyMark partnership for OnBase, email sales@keymarkinc.com or call **864-343-0420**.