



Customer Care

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The following features available through JBDev Express:

- 24/7 SERVICE RESPONSE**
Direct person to person support for immediate problem resolution.
- PERSONAL SUPPORT AGENT**
Each client is assigned a personal support agent who is knowledgeable about your system and policies.
- POLICY CONSULTING**
Provide consultation on implementation of new policies as well as changes in labor law.
- APPLICATION MANAGEMENT**
Handle database management and system performance to maintain the system at peak performance.
- UPGRADES & NEW RELEASES**
All upgrades to new releases for application and database provided and installed via VPN connection.
- HARDWARE ANALYSIS**
Engineering support to resolve hardware setup, connectivity and failure problems.

Receive Timely, Professional Support.

Your timekeeping system is the foundation of your payroll system and is essential to your success. Small problems can become large problems very quickly if left alone. Key employee turnover, hardware or environmental failure, new pay policies, and more, can all cause disruption to your hospital, ultimately hitting your bottom line. JB Developers gives you the reassurance and support that only a team of experts can bring, allowing you to focus on running your hospital, not your timekeeping software.

JB Developers provides a combination of fast, convenient access methods to our support team and online technical database. Incremental maintenance releases and periodic product upgrades are included in your support plan. Utilizing a VPN connection to your server, our support team can quickly resolve issues and provide applications management of your system to achieve peak performance of your system.

Constant changes in the labor market and labor laws often require rapid changes to policy. JB Developers includes consulting services on changes and implementation of your policies as a part of your support to help you maintain an effective and personalized Express system.

Properly functioning data collections terminals is just as important to the success of your hospitals as software. JB Developers hardware support team is part of your support plan to assist in connectivity, firmware/software, failures, and upgrade issues. We repair all data collection terminals associated with the Express system, eliminating the need for your hospital to deal with multiple vendors.

As a partner with your hospital, JB Developers is deeply committed to delivering a world-class product and superior support services.

jbdev.com
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CUSTOMER CARE

Features	Description
<ul style="list-style-type: none"> 24/7 SUPPORT 	<p>Telephone support available 24/7 for emergencies—Business hours for other services via phone or e-mail.</p>
<ul style="list-style-type: none"> SUPPORT AGENT 	<p>Each client is assigned a personal support agent who is knowledgeable about your system and policies.</p>
<ul style="list-style-type: none"> CONSULTING 	<p>Provide technical and product consulting with the same expertise that started with the system implementation. References and resources to assist with the demanding changes in the labor market, labor code, and pay practices.</p>
<ul style="list-style-type: none"> APPLICATION MANAGEMENT 	<p>JB Developers is an extension of your IT staff, handling software upgrades, database management and system performance via a VPN to your on-site server. Assistance with the setup of options to take full advantage of the system's flexibility. This provides many of the same benefits of a fully hosted solution.</p>
<ul style="list-style-type: none"> UPGRADES & NEW RELEASES 	<p>All upgrades are included in your monthly support fee at no extra cost.</p>
<ul style="list-style-type: none"> HARDWARE ANALYSIS 	<p>Engineering support is available to resolve any hardware issues such as connectivity, software, upgrade, and failure problems. We repair all data collection terminals associated with the Express system.</p>
<ul style="list-style-type: none"> OPERATING SYSTEM 	<p>Support for Microsoft operating systems, upgrades, and networking protocols, is not covered by JB Developers, but is available through Microsoft Corporation and is the responsibility of the user to maintain the server to current Microsoft releases.</p>

“I have used this product at two hospitals for ...

over 18 years, and in terms of customer support after installation, JBDev has provided the finest service of any software vendor I have experienced in that time.”

David Glycer - CFO and Vice President of Finance
 Community Memorial Hospital
 Ventura & Ojai, CA

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