

QPR Software Plc has specialized in building performance and process management systems since 1991. Our mission is to help people, communities and businesses achieve their goals. With QPR solutions you can execute better performing processes, get results fast and find out how QPR is easy to work with.

QPR is committed to delivering the tools and resources you need to achieve long-term success with your QPR 8 implementation. Our comprehensive Customer Care Program delivers maintenance, support, and product updates to customers and partners.

At QPR we believe that high quality and responsive technical support is one of the most important services we provide to our customers. From our senior executives to our technical support engineers, we are focused on ensuring a positive experience for everyone who uses our services. The QPR Customer Care Program services are available to all QPR ProcessGuide Premium Support Customers. Always keep your QPR Customer Code available when using the QPR Customer Care services.

Technical Support - QPR Customer Care

QPR Customer Care is responsible for providing a superior level of support that allows our customers and partners to fully utilize QPR software products and achieve their goals. The QPR Customer Care Team works in close co-operation with QPR Product Development and Consultants to provide customers the best possible support for all technical questions.

We aim to solve your support requests quickly and accurately. Typically

- Over 75% of the requests solved within one business hour
- Over 85% of the requests solved within the next business day

Requests not closed within the set timeframes are automatically escalated, finally if needed, to QPR management. To ensure timely responses all incoming requests are managed, controlled and tracked automatically. Each request is assigned an Incident Ticket number which is used as a reference in all correspondence. A confirmation note with the ticket number is sent automatically to the sender of an email or online request.

As a Premium support customer you are allowed to make an unlimited amount of Customer care requests via e-mail.

Online Support - QPR UserNet

QPR's online support service QPR UserNet is available to all QPR ProcessGuide Premium Support Customers 24 hours a day, seven days a week. Once inside the QPR UserNet you can e.g.

- Download new product releases
- Download or search through User Documentation
- Download technical information, including release notes and troubleshooting documents
- Read Customer Case Studies

QPR UserNet is limited to registered customer contacts only. Registration requires a valid QPR Customer Code.

QPR ProcessGuide Xpress Online demo Trainings

Online demo trainings are available for all QPR ProcessGuide Premium Support Customers. In order to register for trainings please contact customercare@qpr.com at minimum 3 business days before the training. Trainings will be arranged monthly.

QPR ProcessGuide Xpress New Product Releases

QPR ProcessGuide Xpress New Product Releases are available for all QPR ProcessGuide Premium Support Customers.

Contact Us

QPR Customer Care can be reached by email

- Email: customercare@qpr.com
- Web: <http://www.qpr.com/support/>

QPR Customer Care's business hours are **from Monday till Friday from 8:00 am to 20:00 pm EET** (Eastern European Time).

QPR Customer Care is closed on certain public holidays.