



# C U S T O M E R   S U C C E S S



Partnering with our customers to achieve their desired objectives, while providing a best-in-class experience

# Supporting Your Success

## Trintech is dedicated to your long-term success.

When you partner with us, we go the extra mile, or three to make sure you are well-supported at all times. Whether through hands-on training, intuitive documentation, helpful support and service calls or even network events, you will have the tools you need to realize your goals. We only succeed when you do!

Financial transformation, or even a simple evolution of the financial close process, is not a one-and-done checklist item. It's a journey of growth and collaboration, and we'll be with you every step of the way.

*"Daniel was fantastic. He assisted with all questions very patiently and took time to explain the solution, which is rare. This helped us find very quick solutions which is much appreciated."*

- Lead Accountant, **Medical Distributor**

## My.Trintech.com

My.Trintech.com, our customer portal, provides you with self-service access to a wide variety of solution-specific resources including training, documentation and even a place to submit ideas for enhancements to Trintech's solutions. We are constantly adding more information based on customer feedback and upcoming releases.

Need a refresher on how to use a certain product feature? Want to learn how to solve a new challenge that has come up? Hoping to help someone new to your team learn how to get started? You'll find exactly what you need on My.Trintech.com as you explore video shorts, customer vignettes, recorded training sessions, extensive reference documents and more.



## ASPECTS OF SUCCESS



### GLOBAL CUSTOMER SUPPORT

Remove customer roadblocks



### DOCUMENTATION

Provide innovative context-specific solution assistance



### TRAINING

Sharpen solution knowledge for busy learners



### CUSTOMER SUCCESS TEAM

Help customers leverage all tools available to them



### INTERACTIVE CUSTOMER PORTAL

Access a variety of content formats

## The Trintech Innovation Portal

At Trintech, we are always innovating! As we look toward the future, understanding our customers' needs is our top priority. Our engineers develop the capabilities, but our customers drive our innovation. This is where you come in!

We've created the Trintech Innovation portal to allow you to submit your ideas, vote on ideas from other users and receive updates on which ones will be brought to life. As a Trintech customer, you play an active part in our innovation.

## Customer Success Team

The Trintech Customer Success Team's aim is simple: to help you achieve your desired objectives through a best-in-class experience with Trintech's solutions. We accomplish this by pairing you with a Customer Success Representative and developing tools to help you each step of the way.



## Training Opportunities

Trintech's Accreditation Program is a series of hands-on foundational product training courses. Attendees can expect to cover the full capabilities of Trintech's solutions, including the newest features. The content in these sessions is centered around:

**Real-Life Examples • Day-to-Day Operational Situations • In-Application Exercises • Comprehensive Labs**

Trintech's Accreditation Program is available for users of Trintech's Cadency®, T-Recs® and ReconNET™ solutions. The training is delivered in a variety of formats to suit your learning style.

Additionally, we offer regular instructor-led training webinars that are geared toward extending your knowledge of a Trintech solution or introducing you to new capabilities associated with a new release. Many of these opportunities qualify for CPE credits for those who need to maintain a CPA certification.

## Keep Learning!



Documentation



Heads Up  
Tip Sheets



Instructional  
Infographics



KnowHow  
Newsletter



Webinars

## Global Support Team

At the end of the day, Trintech's focus is to deliver a best-in-class experience with our solutions to ensure your success. That experience begins with the group that interacts directly with our valued customers: the Trintech Global Support Team.

If you encounter a roadblock while using your Trintech solution, our support team is ready to assist you and remove obstacles to your success. Whether by email or phone, we are here to get you back on track!

Our highly-trained staff can help you bridge the gap between simply having a solution and fully realizing its benefits. Trintech has customers in over 100 countries, and we have team members around the world who are ready to help address your specific needs.



*"Thank you for all the support and being so available to us!"*

- Emily Ho, Cisco

## Networking Opportunities

As the old saying goes, two heads are better than one, and our user groups and lunch and learn events bring that adage to life. These regional events provide an opportunity for you to network with peers, learn about new and upcoming innovations and collaborate to solve even the most unique challenges facing financial professionals.

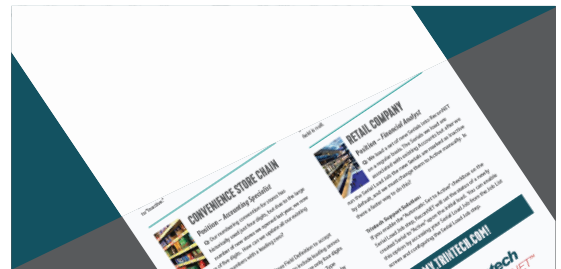


*"This was an excellent event. I really enjoyed networking with other companies. Thank you again for giving me the opportunity to present and share Ingram's story!"*

- Melody Yue, Ingram Micro

## Stay in Touch: Trintech's KnowHow Newsletter

In our monthly newsletter, we provide detailed product updates, opportunities to register for upcoming events, tips and tricks based on questions we've received from other users, and even interviews with standout employees who are here to support you every day. Once you are a Trintech customer, make sure to keep an eye on your inbox for the latest edition!



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