

17a-4's Support Sessions

Overview:

17a-4's Technical Team provides comprehensive technical support to our clients. If we have implemented your archive, we have a detailed technical knowledge of your environment. We understand the various e-messaging platforms in use in your institution including email, instant messaging, Blackberry, Bloomberg and other financial trading systems. Additionally, we understand the regulatory requirements that your firm operates under and your requirements for retention of e-messaging records.

Because of these reasons, some clients prefer to make us their first call to see whether a problem may be easily fixed. If it turns out that we need to open a ticket with one of the messaging vendors (EMC, Symantec, etc.), we are pleased to open and to monitor that ticket on behalf of our clients.

Fees:

17a-4 charges \$50:00 for each 15 minute Support Session for a supported client. These Sessions may be pre-paid, paid by credit card or invoiced.

Please consider which support option makes the most sense for you as you may have fully-paid 24X7 support from your e-messaging vendor.

Contact:

If you have any questions or need additional information, please contact:

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17a-4

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